

Burwood Council

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ORDINARY MEETING

Notice is hereby given that a meeting of the Council of Burwood will be held in the Council Chamber, Suite 1, Level 2, 1-17 Elsie Street, Burwood on Tuesday 24 April 2018 at to consider the matters contained in the attached Agenda.

Bruce Macdonnell
GENERAL MANAGER

Our Mission

**Burwood Council will create a quality lifestyle for its citizens
by promoting harmony and excellence in the delivery of its services**

CONFLICT OF INTERESTS

What is a "Conflict of Interests" - A conflict of interests can be of two types:

Pecuniary - an interest that a person has in a matter because of a reasonable likelihood or expectation of appreciable financial gain or loss to the person.

A person does not have a pecuniary interest in a matter if the interest is so remote or insignificant that it could not reasonably be regarded as likely to influence any decision the person might make in relation to a matter or if the interest is of a kind specified in Section 448 of the Local Government Act.

Non-pecuniary – are private or personal interests the Council official has that do not amount to a pecuniary interest as defined in the Local Government Act. These commonly arise out of family, or personal relationships, or involvement in sporting, social or other cultural groups and associations and may include an interest of a financial nature.

Who has a Pecuniary Interest? - A person has a pecuniary interest in a matter if the pecuniary interest is the interest of:

- The person, or
- The person's spouse or de facto partner or a relative of the person, or a partner or employer of the person, or
- A company or other body of which the person, or a nominee, partner or employer of the person, is a member.

No Interest in the Matter - However, a person is not taken to have a pecuniary interest in a matter:

- If the person is unaware of the relevant pecuniary interest of the spouse, de facto partner, relative, partner, employer or company or other body, or
- Just because the person is a member of, or is employed by, a Council or statutory body or is employed by the Crown.
- Just because the person is a member of, or a delegate of the Council to, a company or other body that has a pecuniary interest in the matter so long as the person has no beneficial interest in any shares of the company or body.

N.B. "Relative", in relation to a person means any of the following:

- a) the parent, grandparent, brother, sister, uncle, aunt, nephew, niece, lineal descends or adopted child of the person or of the person's spouse;
- b) the spouse or de facto partners of the person or of a person referred to in paragraph (a)

Disclosure and participation in meetings

- A Councillor or a member of a Council Committee who has a pecuniary interest in any matter with which the Council is concerned and who is present at a meeting of the Council or Committee at which the matter is being considered must disclose the nature of the interest to the meeting as soon as practicable.
- The Councillor or member must not be present at, or in sight of, the meeting of the Council or Committee:
 - (a) at any time during which the matter is being considered or discussed by the Council or Committee, or
 - (b) at any time during which the Council or Committee is voting on any question in relation to the matter.

No Knowledge - A person does not breach the Act if the person did not know and could not reasonably be expected to have known that the matter under consideration at the meeting was a matter in which he or she had a pecuniary interest.

What interests do not have to be disclosed (S 448 Act)?

- (a) an interest as an elector,
- (b) an interest as a ratepayer or person liable to pay a charge,
- (c) an interest in any matter relating to the terms on which the provision of a service or the supply of goods or commodities is offered to the public generally, or to a section of the public that includes persons who are not subject to this Part,
- (d) an interest in any matter relating to the terms on which the provision of a service or the supply of goods or commodities is offered to a relative of the person by the council in the same manner and subject to the same conditions as apply to persons who are not subject to this Part,
- (e) an interest as a member of a club or other organisation or association, unless the interest is as the holder of an office in the club or organisation (whether remunerated or not),
- (f) an interest of a member of a council committee as a person chosen to represent the community or as a member of a non-profit organisation or other community or special interest group if the committee member has been appointed to represent the organisation or group on the committee,
- (g) an interest in a proposal relating to the making, amending, altering or repeal of an environmental planning instrument other than an instrument that effects a change of the permissible uses of:
 - (i) land in which the person or a person, company or body referred to in section 443 (1) (b) or (c) has a proprietary interest (which, for the purposes of this paragraph, includes any entitlement to the land at law or in equity and any other interest or potential interest in the land arising out of any mortgage, lease, trust, option or contract, or otherwise), or
 - (ii) land adjoining, adjacent to or in proximity to land referred to in subparagraph (i), if the person or the person, company or body referred to in section 443 (1) (b) or (c) would by reason of the proprietary interest have a pecuniary interest in the proposal,
- (h) an interest relating to a contract, proposed contract or other matter if the interest arises only because of a beneficial interest in shares in a company that does not exceed 10 per cent of the voting rights in the company,

- (i) an interest of a person arising from the proposed making by the council of an agreement between the council and a corporation, association or partnership, being a corporation, association or partnership that has more than 25 members, if the interest arises because a relative of the person is a shareholder (but not a director) of the corporation or is a member (but not a member of the committee) of the association or is a partner of the partnership,
- (j) an interest of a person arising from the making by the council of a contract or agreement with a relative of the person for or in relation to any of the following, but only if the proposed contract or agreement is similar in terms and conditions to such contracts and agreements as have been made, or as are proposed to be made, by the council in respect of similar matters with other residents of the area:
 - (i) the performance by the council at the expense of the relative of any work or service in connection with roads or sanitation,
 - (ii) security for damage to footpaths or roads,
 - (iii) any other service to be rendered, or act to be done, by the council by or under any Act conferring functions on the council or by or under any contract,
- (k) an interest relating to the payment of fees to councillors (including the mayor and deputy mayor),
- (l) an interest relating to the payment of expenses and the provision of facilities to councillors (including the mayor and deputy mayor) in accordance with a policy under section 252,
- (m) an interest relating to an election to the office of mayor arising from the fact that a fee for the following 12 months has been determined for the office of mayor,
- (n) an interest of a person arising from the passing for payment of a regular account for wages or salary of an employee who is a relative of the person,
- (o) an interest arising from being covered by, or a proposal to be covered by, indemnity insurance as a councillor or member of a council committee,
- (p) an interest arising from appointment of a councillor to a body as representative or delegate of the council, whether or not a fee or other recompense is payable to the representative or delegate.

A Councillor is not prevented from taking part in the consideration or discussion of, or from voting on, any of the matters/questions detailed in Section 448 of the Local Government Act.

Non-pecuniary Interests - Must be disclosed in meetings.

If you are a Council official, other than a member of staff of Council and you have disclosed that a significant non-pecuniary conflict of interests exists, you must manage it in one of two ways:

- a) Remove the source of the conflict by relinquishing or divesting the interest that creates the conflict, of reallocating the conflicting duties to another Council official;
- b) Have no involvement in the matter, by absenting yourself from and not taking part in any debate or voting on the issue as if the provisions in Section 451(2) of the Act apply.

If you determine that a non-pecuniary conflict of interests is less than significant and does not require further action, you must provide an explanation of why you consider that the conflict does not require further action in the circumstances.

Disclosures to be Recorded - A disclosure (and the reason/s for the disclosure) made at a meeting of the Council or Council Committee must be recorded in the minutes of the meeting.

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AGENDA

FOR AN ORDINARY MEETING OF BURWOOD COUNCIL
TO BE HELD ON TUESDAY 24 APRIL 2018 IN THE COUNCIL CHAMBERS, 1-17 ELSIE STREET,
BURWOOD COMMENCING AT 6.00 PM.

I DECLARE THE MEETING OPENED AT (READ BY MAYOR)

ACKNOWLEDGEMENT OF COUNTRY (READ BY MAYOR)

"I would like to acknowledge the Wangal people who are the Traditional Custodian of this Land. I would also like to pay respect to the Elders both past and present of the Wangal Nation and extend that respect to other Aboriginals present".

PRAYER (READ BY MAYOR)

"Lord, we humbly beseech thee to vouchsafe thy blessing on this Council, direct and prosper its deliberations for the advancement of this area and the true welfare of its people."

TAPE RECORDING OF MEETING (READ BY MAYOR)

"Members of the Public are advised that Meetings of Council and Council Committees are audio recorded for the purpose of assisting with the preparation of Minutes.

The tape recordings will be subject to the provisions of the Government Information (Public Access) Act 2009 (GIPA).

Tapes are destroyed two (2) months after the date of the recording"

APOLOGIES/LEAVE OF ABSENCES

DECLARATIONS OF INTERESTS BY COUNCILLORS

DECLARATION OF POLITICAL DONATIONS (READ BY MAYOR)

"Councillors & Members of the Gallery

As a result of recent changes to the Legislation that governs the legal process for the determination of Development Applications before Council, a person who makes a relevant application to Council or any person with a financial interest in the application must now disclose any reportable political donation or gift made to any local Councillor or employee of Council. Council will now require in its Development Application Forms this disclosure to be made.

Council is also required to publish on its website all reportable political donations or gifts. Should any person having business before Council this evening and being an applicant or party having a financial interest in such application feel that they have not made the appropriate disclosure, Council now invites them to approach the General Manager and to make their disclosure according to Law."

RECORDING OF COUNCILLORS VOTING ON PLANNING DECISIONS

In accordance with Section 375A of the Local Government Act a division must be called for and taken on every Environmental Planning & Assessment decision. The names of those Councillors supporting and those opposed to the decision are to be recorded in the meeting minutes and the register retained by the General Manager.

OPEN FORUM ACKNOWLEDGMENT (READ BY MAYOR)

The Mayor to ask each speaker to confirm that they had read the guidelines about addressing the Council and acknowledge that they had been informed that the meeting was being recorded and that the Council accepts no responsibility for any defamatory comments made. Speakers should refrain from providing personal information unless it is necessary to the subject being discussed, particularly where the personal information relates to persons not present at the meeting

OPEN FORUM COMMENCES

CONFIRMATION OF MINUTES

Recommendation

That the Minutes of the following Meeting of Burwood Council:

A. Council Meeting held on 27 March 2018

copies of which were previously circulated to all Councillors be and hereby confirmed as a true and correct record of the proceedings of that meeting.

ADDRESS BY THE PUBLIC ON AGENDA ITEMS ACKNOWLEDGMENT (READ BY MAYOR)

The Mayor to ask each speaker to confirm that they had read the guidelines about addressing the Council and acknowledge that they had been informed that the meeting was being recorded and that the Council accepts no responsibility for any defamatory comments made.

ADDRESS BY THE PUBLIC ON AGENDA ITEMS COMMENCES

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QUESTIONS WITHOUT NOTICE

Councillors are requested to submit any Questions Without Notice in writing.

(ITEM 25/18) AMENDMENTS TO POLICY - CARRYING OUT BONUS DEVELOPMENT IN THE PUBLIC INTEREST

File No: 18/7166

REPORT BY ACTING DIRECTOR PLANNING AND ENVIRONMENT

Summary

The Policy *Carrying Out Bonus Development in the Public Interest* requires updating to incorporate decisions already made by Council. It should be extended to the Perimeter and Transitional areas of the Burwood Town Centre (BTC), the Strathfield Town Centre (STC) and to the B2 zone along the northern side of Liverpool Road Strathfield and Burwood. The Policy can no longer apply to the BTC Middle Ring and Commercial Core due to the recent amendment to the Burwood Local Environmental Plan (BLEP) 2012. Inclusion of an addition 5% bonus cannot apply in the BTC Commercial Core and Middle Ring and is not recommended for inclusion in the Policy any other areas of the Burwood Local Government Area.

Background

The Policy *Carrying Out Bonus Development in the Public Interest* was adopted initially on 27 April 2015 and became effective on 1 May 2015. It had its origins in a Council resolution to prepare a Planning Proposal (PP) which faced substantial delay and likely alteration at the Department of Planning and Environment.

The adopted Policy applied to the Middle Ring and Commercial Core areas of the BTC. The Policy provided for a maximum floor space ratio (FSR) bonus of 10% for development in these areas in return for public benefits (a monetary contribution or a material public benefit) to be implemented only through Council and the developer entering into a voluntary planning agreement (VPA). A monetary contribution of \$800 per square metre bonus floor space was included in Council's Schedule of Fees and Charges. The Policy also included independent assessment of the Development Application (DA) and the proposal was required to have planning merit.

Subsequently Council made a number of resolutions relating to bonus development, as summarised below:

- 26 October 2015 and 23 February 2016: Increase of the monetary contribution rate to \$1,100 per square metre of additional Gross Floor Area (GFA) for a maximum FSR bonus of 10% for the BTC and STC. Council also resolved to investigate expanding the Policy to Burwood's local and neighbourhood centres.
- 13 September 2016 and 22 November 2016: Extension of the Policy to apply to the Burwood Road North at a rate of \$1,100 per square metre of additional GFA for a maximum 10% FSR bonus. Also to allow an extra 5% bonus only in the Middle Ring and Commercial Core areas of the BTC where infrastructure is to be upgraded (such as road widening) as deemed necessary by Council. The latter could not be purchased for a dollar value.
- 31 January 2017 and 28 March 2017: The monetary contribution rate is increased to \$1,500/square metre of additional GFA in the BTC and STC.
- 12 December 2017 and 27 March 2018: The monetary contribution rate is increased to \$1,750 per square metre additional GFA for the BTC and STC, and \$1,500 per square metre for Burwood Road North. Also the Acting General Manager was to review the bonus development policy essentially to advise whether the 5% additional bonus should continue to apply in areas where the 10% bonus applies, and whether the 5% bonus should apply throughout the Council area.

In addition, Amendment No. 12 of the BLEP 2012 notified on 17 November 2017 introduced

subclauses 5-9 of Clause 4.4A Exceptions to Floor Space Ratio. In essence these new subclauses:

- Allowed a higher maximum FSR (effectively 10% additional floor space) in the BTC's Middle Ring and Commercial Core areas that exceeded the limits specified in the BELP, provided:
 - The proportion of the development's floor space used for residential accommodation (as defined) did not exceed specific percentages
 - the proposed development on the land includes development resulting in community infrastructure or the use of land as community infrastructure
- Required Council to be satisfied that the community infrastructure is appropriate for the BTC, taking into account the nature of the community infrastructure and its value to the community working or residing in the BTC
- Community infrastructure means a recreation area, a community facility or an information and education facility.

Proposal

It is appropriate to amend the Policy - *Carrying Out Bonus Development in the Public Interest* because:

- The Policy has not been updated to incorporate all of the changes included in the above Council resolutions.
- Amendment No. 12 to the BLEP makes the Policy redundant in the BTC's Commercial Core and Middle Ring areas by the application of mandatory maximum statutory development standards.
- A site testing study by urban design consultants has recommended extension of the bonus development scheme to other centres in the Burwood Local Government Area.

Amendments and Planning Implications

Current Areas Where the Policy Applies

The Policy has been amended to formally state its application to the B4 Mixed Use zone areas in the STC and in Burwood Road North in addition to the BTC. These areas were resolved by Council for inclusion.

Extension of Bonus Development Scheme to Other Areas

The Policy has been amended to apply also to:

- the Perimeter and Transition areas of the BTC
- the B2 Local Centre zoned land on the northern side of Liverpool Road Strathfield and Burwood

This is based on the site testing study by the urban design consultants commissioned by Council. This implemented part of Council's resolution on 26 October 2015 and the outcomes of a Councillor Workshop held on 23 August 2016.

The site testing assessed the viability of allowing a 10% increase in the permissible FSR within the Perimeter and Transition areas of the BTC; land included in the B2 Local Centre zone on the northern side of Liverpool Road; and land in the Croydon Neighbourhood Centre including The Strand and Meta Street, Croydon.

Specifically, the consultants were requested to test whether the 10% bonus can be offered within these centres without causing undue visual and amenity impacts on neighbouring properties in particular by shadowing impacts as well as potential impacts on the heritage significance of sites or areas.

The site testing recommended extension of the bonus development scheme (at a maximum of 10% bonus FSR) to the Perimeter and Transition areas of the BTC and the B2 zoned land on the northern side of Liverpool Road between The Boulevard Strathfield and Burwood Road Burwood. The Croydon Neighbourhood Centre (The Strand, Croydon) was recommended for exclusion due to the potential adverse impacts on local heritage values and character.

The Croydon Park Local Centre was not included in the site testing study. It is not recommended to extend the Policy to this centre, as limited development activities have taken place and demand for bonus development is not evident there.

The Middle Ring and Commercial Core Areas of the BTC

As the changes to the BLEP Clause 4.4 A in Amendment No. 12 provide a statutory mechanism for consideration and approval of bonus development, it needs to be made clear that the Policy does not apply in these areas.

However it is appropriate for the Policy to provide guidance on how Council may be satisfied that a development will provide community infrastructure for the Middle Ring and Commercial Core areas of the BTC to meet the requirements of Clause 4.4A. This includes by way of a voluntary offer of a monetary contribution in terms of dollars per square of additional floor space. Appropriate wording is included in the amended Policy.

Additional 5% Bonus

The bonus development allowed in the Commercial Core and Middle Ring areas of the BTC by Amendment No. 12 of the BLEP specifically excludes the possibility of any additional or further bonus in those areas. This is because the development standards for a bonus are excluded from the operation of BLEP Clause 4.6 Exceptions to Development Standards.

Therefore the 5% extra bonus adopted by Council on 13 September 2016 for infrastructure upgrades (such as road widening) is redundant in the Commercial Core and Middle Ring areas. It cannot be added to the Policy.

In any other areas covered by the Policy or the Burwood Local Government Area generally it is considered that the Policy should not specifically include a 5% bonus on top of the 10% bonus, or a 5% special bonus where there is no 10% bonus. There are four main issues:

- **Commercial Core and Middle Ring areas of the BTC:** The bonus development now provided in the BLEP in these areas effectively provides for a maximum 10% FSR bonus that cannot be exceeded. This establishes a clear policy line that for reasons of equitability and consistency should be applied also to the rest of the BTC.
- **Perimeter and Transition areas of the BTC and other centres designated in the Policy:** It is appropriate to provide a similar consistent and equitable policy framework and not have the Policy refer to a further possible 5% bonus.
- **Areas outside the designated centres:** Specific inclusion in the Policy of a 5% FSR bonus is not recommended as it would be likely to encourage additional development in locations where there may be substantial community objection, e.g. in the B2 zone on the southern side of Liverpool Road Enfield, in residential apartment and town house zones (R1 and R3) or in low density residential areas.
- **Specific cases:** If specific cases emerge in the processing of development applications where a piece of local infrastructure such as road widening can be provided:

- by the dedication of land that is part of the site of a specific development proposal, and/or the construction of works on or adjacent to the site
- where there is clear and demonstrated benefit to the Burwood community that would not otherwise be achieved
- where some development capability of the site is lost, reduced or compromised
- and some bonus floor space is justified in compensation

These cases can be negotiated one by one, under delegations from Council to the General Manager, as already included in previous Council resolutions on this matter. However this should not be included in the Policy.

In such cases there should be some documentation of costs and benefits in a manner similar to other applications involving bonuses under the Policy. Also the bonus FSR should not exceed a maximum of 5% FSR and should be the only allowance for bonus development on the site. The departure from the development standard will still have to be approved under BLEP Clause 4.6.

Contribution Rates

Contribution rates for voluntary contributions in terms of dollars per square metre of additional GFA are recommended as:

- BTC (including Commercial Core, Middle Ring, Perimeter and Transition areas) and STC: \$1,750 per square metre (as adopted by Council on 27 March 2018)
- Burwood Road North: \$1,500 per square metre (as adopted by Council on 27 March 2018)
- B2 zone along northern side of Liverpool Road Burwood and Strathfield: \$1,000 per square metre

For the latter a lesser rate is proposed as it is a Local Centre zone with a lower development capability. The lesser rate is also consistent with the recommendations in the report prepared for Council by valuation consultants in 2016.

The Policy does not include the dollar rates per square metre for voluntary contributions but refers to Council's Schedule of Fees and Charges. This will enable any changes to the rates to be implemented more readily. The applicable rates will be the latest adopted in Council resolutions.

The amended Policy is enclosed as **Attachment 1** to this report.

Consultation

The draft amended Policy should be placed on public exhibition in accordance with Sections 610F and 705 of the *Local Government Act 1993*.

Financial Implications

No financial implications.

Conclusion

The Policy *Carrying Out Bonus Development in the Public Interest* needs to be updated to incorporate decisions already made by Council. It is appropriate to extend the Policy to the BTC Perimeter and Transitional areas, and to the B2 zone along the northern side of Liverpool Road Strathfield and Burwood. The Policy can no longer apply to the BTC Middle Ring and Commercial Core due to the recent BLEP amendment. However, the Policy can assist in the implementation of this BLEP amendment. Inclusion of an addition 5% bonus cannot apply in the BTC Commercial

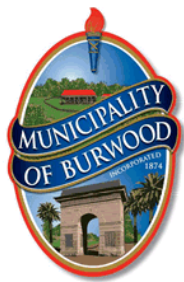
Core and Middle Ring and is not recommended for inclusion in the Policy any other areas of the Burwood Local Government Area.

Recommendation(s)

1. That Council endorse the draft amended Policy for placement on public exhibition in accordance with Section 705 of the *Local Government Act 1993*.
2. That Council authorise the General Manager to allow further editorial or minor changes to the Policy considered necessary prior to the public exhibition.
3. That the outcome of the public exhibition be reported back to Council.
4. That Council authorise the General Manager to review and adjust the Policy's contribution rates periodically.
5. That Council authorise the General Manager to negotiate special cases of bonus development up to a maximum 5% FSR only where land is dedicated and or works carried out for essential infrastructure of clear documented benefit to the Burwood community that would not otherwise be achieved.

Attachments

- 1 [↓](#) Draft Amended Policy - Carrying Out Bonus Development in the Public Interest



Burwood Council

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TRIM 18/9871

CARRYING OUT BONUS DEVELOPMENT IN THE PUBLIC INTEREST

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Adopted by Council: xx xx xx
Effective: xx xx xx

Purpose

This policy provides guidance on:

- **Part A** - carrying out bonus development in the public interest in certain commercial centre areas of the Burwood Local Government Area (LGA) under this policy
- **Part B** - carrying out bonus development in the Middle Ring and Commercial Core areas of the Burwood Town Centre under the provisions of the *Burwood Local Environmental Plan (BLEP) 2102*

The policy informs developers or applicants where and how bonus development may be approved. It also informs Council Officers and experts appointed by Council who will assess the Development Application (DA) and/or the Section 96 Modification Application (s96), which involve bonus development in the public interest.

Part A

1. Where does this policy apply?

This part of the policy provides guidance on how bonus development may be carried out in the commercial centres shown on Maps 1, 2, 3 and 4 below being:

1. The Perimeter and Transition areas of the Burwood Town Centre as delineated in Figure 2(a) in Section 3.3.2 of the Burwood Development Control Plan (BDCP) 2013.
2. Land included in the B4 Mixed Use zone in Burwood Road North in the BLEP 2012
3. Land included in the B4 zone in the Strathfield Town Centre in the BLEP 2012
4. Land included in the B2 Local Centre zone on the northern side of Liverpool Road Burwood and Strathfield in the BLEP 2012



Map 1

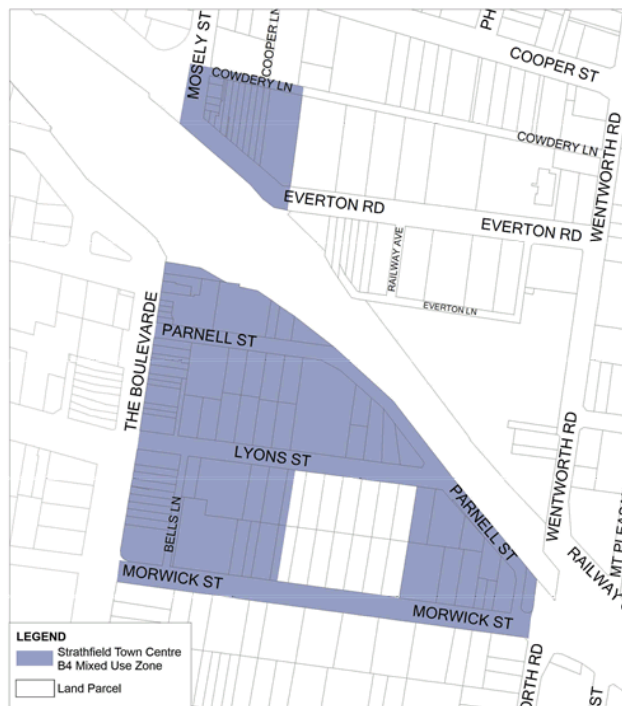
ITEM NUMBER 25/18 - ATTACHMENT 1

Draft Amended Policy - Carrying Out Bonus Development in the Public Interest

Carrying Out Bonus Development in the Public Interest



Map 2



Map 3

Carrying Out Bonus Development in the Public Interest



Map 4

2. How does this policy work?

In these centres Council must be satisfied at its discretion before development consent can be granted that the bonus development is carried out in the public interest and will help meet the demand for open space, community facilities or other public infrastructure within the Burwood Local Government Area (LGA). Sections 4 and 5 below provide more details on the Public Interest Requirement.

3. What is bonus development and the extent of bonus?

In these centres bonus development refers to development involving additional floor space, which results in the Floor Space Ratio (FSR) of the entire development being over and above the maximum FSR and/or the maximum Residential FSR stipulated for the site in the BLEP 2012.

The maximum FSR bonus that may be accepted in these centres is 10% of the applicable maximum FSR development standards in the BLEP. The floor space resulting from the bonus may fully apply to the residential component of a development.

For example, the maximum FSR for a site within the B4 Mixed Use zone area in North Burwood Road is 3:1, and the maximum Residential FSR for the site is 2.7:1, under the current BLEP 2012. The former may be increased to a maximum of 3.3:1 under this policy. Assuming the whole of the additional floor space is used for residential purposes, the maximum Residential FSR may be increased to a maximum of 2.97:1.

4. What is the Public Interest Requirement?

Council commissioned Cred Community Planning and Hill PDA to undertake an Open Space and Community Facilities Study in 2014 (the Study).

It is stated in the Study that the following will be in demand by 2031:

Open Space and Parks

- An additional open space of 165,055m²
- Quality over quantity
- Green open space, especially in the north of the Burwood LGA
- Places for informal recreation and social gatherings
- Shaded seating, tables and games which make "parks as living rooms"
- Exercise equipment for older people
- Adventure play grounds for a range of age groups
- Multipurpose courts and fields over single purpose

Community Facilities

- An additional floor space of 2,169m² for community facilities
- Small meeting rooms
- 405 child care places
- Two community gallery or exhibition spaces
- One creative arts space
- Multipurpose and flexible facilities
- One youth space and one seniors space which can be within multipurpose facilities
- Space in Burwood Park to support events
- Facilities especially in the south of the LGA
- Additional office space for public purposes

Council must be satisfied that the bonus development is carried out in the public interest and will help meet the demand for open space and community facilities within the Burwood LGA as identified in the Study.

5. What matters will be considered in meeting the Public Interest Requirement?

The public interest is met, if the developer voluntarily offers to:

- dedicate land free of costs; or
- pay a monetary contribution to Council; or
- provide any other public benefit; or
- any combination of the above

to be used for or applied towards a public purpose.

6. What is the amount of a monetary contribution or the value of another offer?

Where a developer voluntarily offers a monetary contribution, the amount of the contribution is determined by the dollar rate per square metre of Gross Floor Area (GFA) that is approved as additional development pursuant to this policy.

The dollar rate per square metre for bonus development in each of the areas on Maps 1-4 will be determined from time to time by Council resolutions. Council's Schedule of Fees and Charges will be updated when required to incorporate the rates determined by Council. See http://www.burwood.nsw.gov.au/fees_and_charges.html.

Carrying Out Bonus Development in the Public Interest

Where a developer voluntarily offers the dedication of land, any other public benefit or a combination of offers, Council will require reliable information on the cost and value of the offer(s) to meet the Public Interest Requirement. The DA is to include supporting cost and valuation reports by a registered quantity surveyor and a registered valuer.

Council may seek the services of independent qualified persons to verify such cost and value reports. In these cases, all costs associated with obtaining such advice will be at the expense of the developer.

Determination as to whether the Public Interest Requirement is met will be at the absolute discretion of Council.

7. What matters are excluded from the Public Interest Requirement?

Land identified for acquisition for road widening in the BLEP 2012 generally will not be considered to have satisfied the Public Interest Requirement. Consideration may however be given to an entire land parcel that is identified for local open space acquisition in the BLEP 2012.

Section 3.9 of the Burwood Development Control Plan (BDCP) requires open spaces, forecourts and pedestrian links to be provided at certain locations within the Burwood Town Centre in conjunction with approved development. These are to be made available for public use. Compliance with these public domain provisions does not satisfy the Public Interest Requirement for the purposes of this policy and does not entitle the developer to any bonus floor space. This is because compliance usually does not result in any loss of development potential on the site and because the BDCP went through public exhibition and adoption by Council before coming into force.

Provisions of open spaces and pedestrian links in conjunction with developments, additional to the BDCP public domain provisions, could be considered to satisfy the Public Interest Requirement.

8. What is the relationship to developer contributions?

The Public Interest Requirement to be provided in a bonus scheme is over and above the requirements of the Section 94A Contributions Plans for the Burwood Town Centre and the Burwood LGA excluding the Burwood Town Centre. Also the calculation of the Section 94A contribution will include floor space gained as bonus development.

9. What is the planning framework?

BLEP 2012

The BLEP 2012 is the statutory principal document that regulates development. It is supported by a series of maps, which sets out zoning, maximum height of buildings and maximum FSR.

Clause 4.4 - *Floor Space Ratio* sets out the maximum FSR for development which is shown in the FSR map.

Clause 4.4A - *Exceptions to Floor Space Ratio* sets out the maximum FSR for the purpose of residential accommodation (the maximum Residential FSR) and for serviced apartments by areas that are delineated in the FSR map. It also sets out maximum FSR for bonus development (see Part B below).

Clause 4.6 - *Exceptions to development standards* provides a degree of flexibility in applying certain development standards to particular development. In all cases where an applicant is seeking approval of a departure from a development standard involving bonus FSR, the applicant must make a written request that justify the contravention of a development standard by demonstrating that:

Carrying Out Bonus Development in the Public Interest

- Compliance with the development standard is unreasonable or unnecessary in the circumstances of the case.
- There are sufficient environmental planning grounds to justify contravening the development standard.

The consent authority must not grant approval to the variation of the development standard unless it is satisfied that these matters have been demonstrated and that the proposed development is consistent with the objectives of the particular standard and the objectives for the zone. This requirement applies in conjunction with bonus development considerations and compliance with the Public Interest Requirement.

Clause 6.5 - *Design excellence in zones B2 Local Centre and B4 Mixed Use* aims to deliver in the Burwood Town Centre and other centres in the Burwood LGA the highest standard of architectural, landscape and urban design for development involving the erection of a new building of 3 or more storeys on land in Zone B2 Local Centre or Zone B4 Mixed Use.

BDCP

The BDCP supports the controls set out in the BLEP 2012 with detailed development controls to achieve the vision for the Burwood Town Centre and other centres covered by this policy.

Section 94A Contributions Plan for the Burwood LGA (excluding the Burwood Town Centre)

This Plan imposes a flat levy on the cost of development of up to 1%, the rate depending on the type and scale of development. Contributions received will be spent by Council on the provision, augmentation or improvement of the local infrastructure specified in the Works Schedule of the Plan.

Section 94A Contributions Plan for the Burwood Town Centre

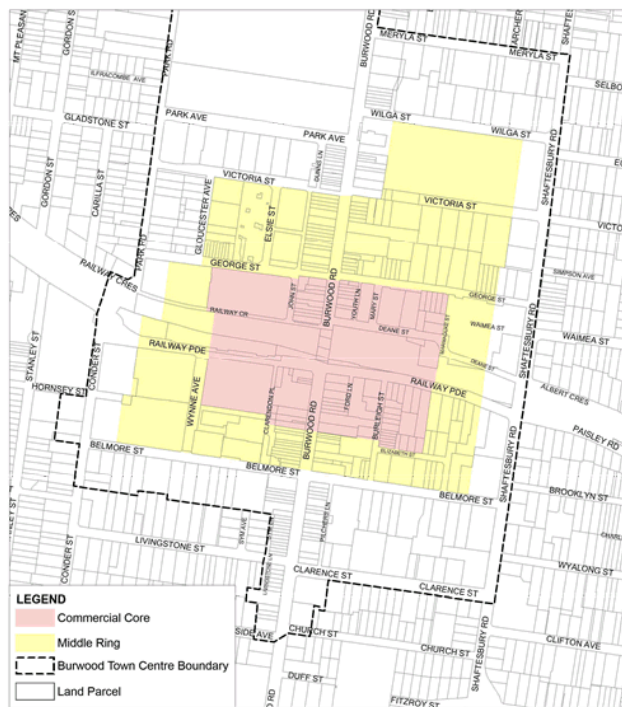
This Plan imposes a 4% flat levy on the cost of development where it exceeds \$250,000. Contributions received will be spent by Council on the provision, augmentation or improvement of the local infrastructure specified in the Works Schedule of the Plan.

PART B

1. Where does this policy apply?

This part of the policy provides guidance on how Council may be satisfied that a development will provide community infrastructure in the Commercial Core and Middle Ring areas of the BTC.

The Commercial Core and Middle Ring areas (shown on map 5 below) are the same as Area 1 and Area 2 referred to in Clause 4.4A *Exceptions to floor space ratio* of the Burwood Local Environmental Plan (BLEP) 2012 and are delineated in the Floor Space Ratio Map of the BLEP 2012.



Map 5

2. How do the bonus provisions work?

In these areas bonus development may be approved by Council under Clause 4.4A (5) provided compliance is achieved with the maximum FSR development standards in that Clause. In addition Council must be satisfied before development consent is granted that the requirements of Clause 4.4A (6) and (9) of the BLEP 2012 for the provision of community infrastructure have been met.

N.B. Council cannot approve exceedances of the maximum FSR development standards in Clause 4.4A (5). These are mandatory maximum development standards.

3. What is satisfactory community infrastructure?

Under this policy, Council may determine at its absolute discretion that subclauses (6) and (9) of Clause 4.4A have been satisfied for a development having regard to whether:

- Community infrastructure of the kind(s) specified in subclause (9) of Clause 4.4A is provided on site as part of the development or on another site within the Burwood Town Centre free of

Carrying Out Bonus Development in the Public Interest

cost to Council. Also that infrastructure has to be assessed as appropriate for the Burwood Town Centre, taking into account the nature of the community infrastructure and its value to the community working or residing in the Burwood Town Centre or

- Land is dedicated free of cost to Council for the provision of community infrastructure within the Burwood Town Centre of the kind(s) specified in subclause (9) of Clause 4.4A. Also that land has been assessed and determined as appropriate for the Burwood Town Centre, taking into account the nature of the community infrastructure and its value to the community working or residing in the Burwood Town Centre or
- Any combination of the above or
- A monetary contribution is voluntarily offered to and accepted by Council for the provision of community infrastructure within the Burwood Town Centre of the kind(s) specified in subclause (9) of Clause 4.4A

4. What is the amount of a monetary contribution or the value of another offer?

Where a monetary contribution is offered, the amount will be determined in accordance with the dollar rate per square metre of GFA that is approved as additional development under BLEP Clause 4.4A(5). The dollar rate per square metre for bonus development in the Commercial Core and Middle Ring areas will be determined from time to time by Council resolutions. Council's Schedule of Fees and Charges will be updated periodically to incorporate the rates determined by Council. See http://www.burwood.nsw.gov.au/fees_and_charges.html

The community infrastructure for which received monetary contributions will be expended are those listed in the Schedule of Works for the Section 94A Plan for the Burwood Town Centre, provided those works comply with the meaning of community infrastructure in subclause (9) of Clause 4.4A of the BLEP 2012, and the community infrastructure is of value to the community working or residing in the Burwood Town Centre.

Where community infrastructure is offered in kind or by dedication of land, Council will require the DA to include reliable information on the cost and value of the offer(s), where necessary supported by cost and valuation reports by a registered quantity surveyor and a registered valuer.

Council may seek the services of independent qualified persons to verify such cost and value reports. In these cases, all costs associated with obtaining such advice will be at the expense of the applicant.

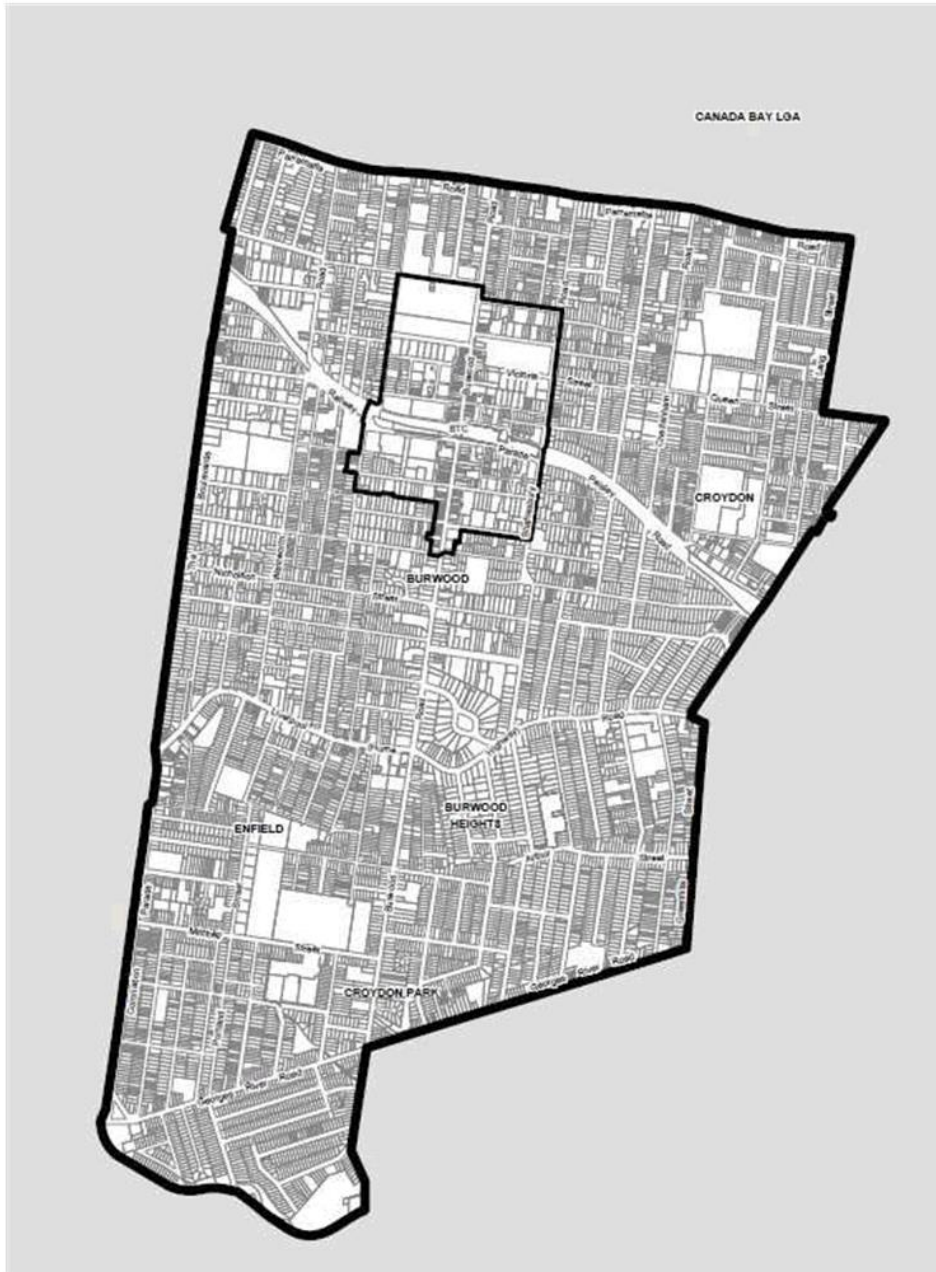
5. What land is excluded?

Where land is offered for dedication under BLEP Clause 4.4A (6) the following is excluded:

- land designated for acquisition (eg. road widening) under the BLEP 2012
- land referred to in the Burwood Development Control Plan Section 3.9 Public Domain and Amenity

6. What is the relationship to the contributions plan?

Compliance with BLEP Clause 4.4A (6) is over and above the requirements of the Section 94A Contributions Plan for the Burwood Town Centre. Also the calculation of the Section 94A contribution will include floor space gained as bonus development.



Map 5

Related Documents

- Burwood Local Environmental Plan 2012
- Burwood Development Control Plan
- Section 94A Contributions Plan for the Burwood Town Centre
- Section 94A Contributions Plan for the Burwood LGA (excluding the Burwood Town Centre)

Review

This policy will be reviewed no later than every four years.

Contact

Manager Strategic Planning on 9911 9911.

(ITEM 26/18) PLANNING PROPOSAL FOR 1-1A CHELTENHAM ROAD CROYDON - REZONING FROM R3 MEDIUM DENSITY RESIDENTIAL TO B6 ENTERPRISE CORRIDOR

File No: 18/13124

REPORT BY ACTING DIRECTOR PLANNING AND ENVIRONMENT

Summary

The Planning Proposal would add the site to the B6 Enterprise Corridor that applies to the adjoining land fronting Parramatta Road. This is supported in principle with the main issue being potential adverse solar access impacts on the adjoining site to the south. Assessment confirms that the proposed development standards, which are less than in the B6 zone but greater than in the R3 zone, provide an appropriate transition and should enable acceptable outcomes through the normal development assessment process. It is recommended that the Planning Proposal be forwarded to the Department of Planning & Environment for a Gateway Determination.

Background

The Planning Proposal (PP) was received on 8 September 2017, seeking rezoning of the single lot site fronting Cheltenham Road to B6 Enterprise Corridor under the Burwood Local Environmental Plan (BLEP) 2012 with the main development standards of 15 metres maximum building height and maximum Floor Space Ratio (FSR) of 1.75:1. An indicative building concept design was provided.

The PP site is in the R3 Medium Density Residential zone now with development standards of 8.5 metres maximum building height and maximum 0.55:1 FSR. These development standards apply to the large R3 zone in this locality bounded by Cheltenham Street, Princess Street, Lucas Road and the B6 zone.

Council's reply to the applicant on 16 October 2017 raised concerns with the PP and sought additional information. Issues included potential impacts on the adjoining site in the R3 zone at No. 3-3A Cheltenham Road containing a dwelling house. Council's letter also referred to the recent rezoning in BLEP Amendment No. 2 of other nearby lots from R2 to B6 with a maximum height limit of 8.2 metres and a maximum FSR 0.55:1. This was considered to set a sound precedent.

On 22 December 2017 revised plans and details were lodged including reduced proposed development standards of 12.5 metres maximum building height and 1.5:1 maximum FSR. A new development concept and assessment of impacts was also provided, including shadow diagrams.

Council's response on 29 January 2018 advised that the amended PP did not provide adequate justification for the rezoning. In particular it lacked an assessment of the impacts of the development of the site based on utilisation of the maximum capacity within the requested development standards. Also the PP should assess impacts on the adjoining No. 3-3A Cheltenham Road with both its current dwelling house and possible future medium density development form. Again the recent rezoning in the vicinity was emphasised as a precedent.

The PP as further revised and lodged on 22 March 2018 is the subject of this report.

Proposal

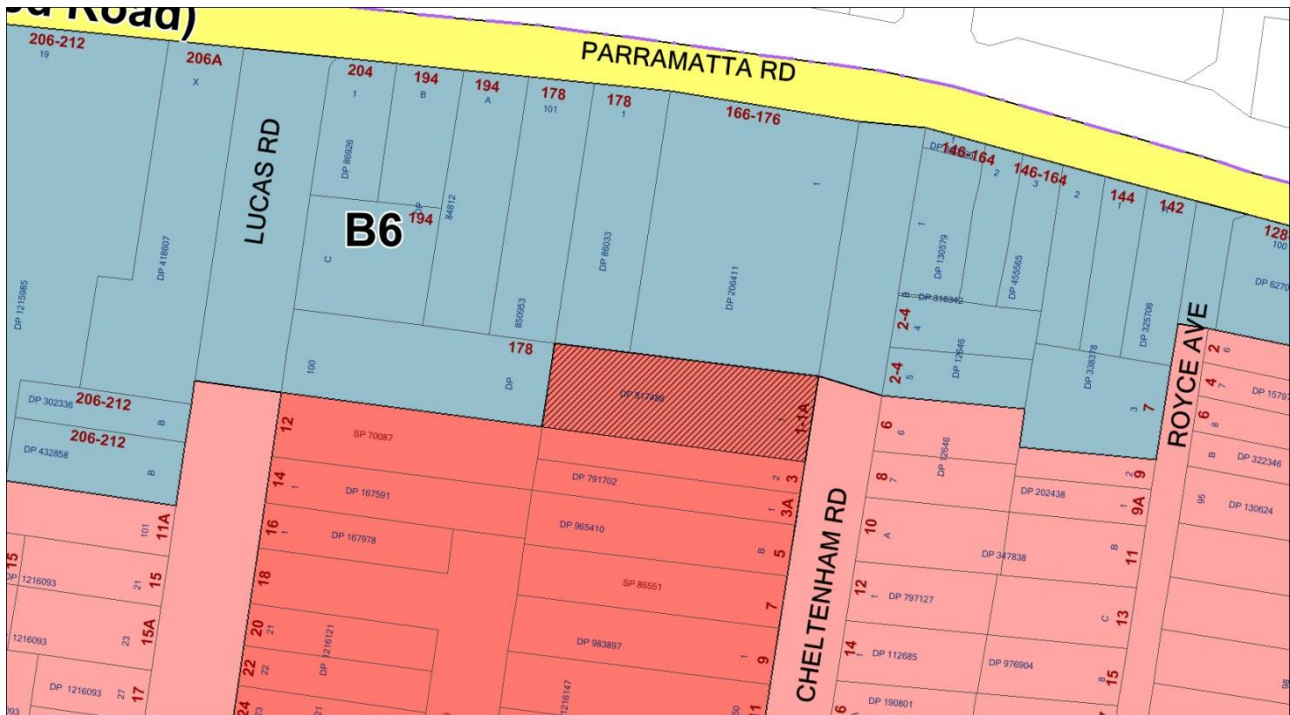
The PP Site

The PP site is shown on the maps below. It has an area of 1287.7 square metres and a street frontage of 20.39 metres. The slope of the land rises about two metres from west to east.

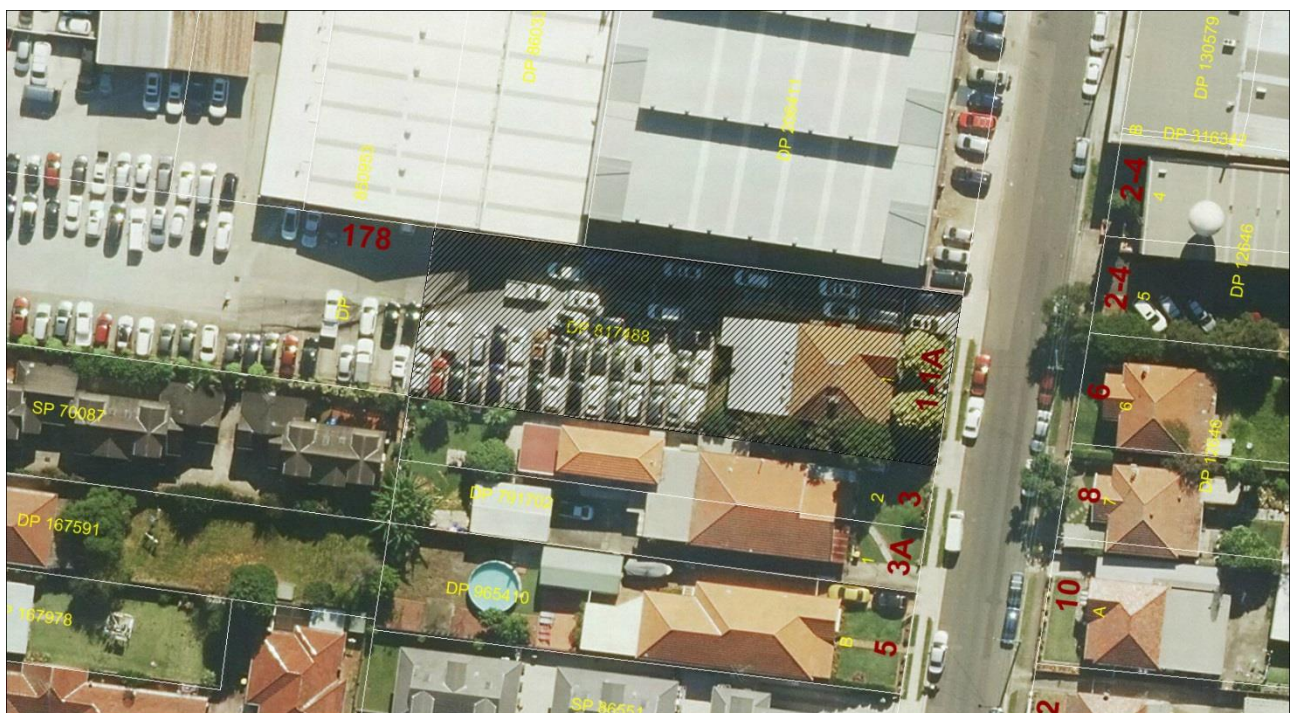
It contains a single-storey dwelling house and a large car parking area at the rear that is used for car storage in conjunction with and ancillary to the existing adjoining car dealership to the west and north-west. The current use of the site for vehicle storage is not permitted under the R3 zoning.

The two lots immediately to the south contain one single storey dwelling house. Land further to the south is a mix of low density and medium density residential development.

Land to the north in the B6 zone at the corner of Parramatta Road contains a large warehouse. Land to the north-west fronting Parramatta Road and Lucas Street contains a large car dealership development. To the north-east, warehouse and retail premises front Parramatta Road and Cheltenham Road. Across the road from the site there are several single storey dwelling houses.



Zoning Map



Aerial Photo

Under the BLEP 2012, the site does not contain a heritage item and there are none in the vicinity. It is not proposed for acquisition for any purpose and is not subject to any active street frontage control. It is in a level 5 Area under the BLEP Acid Sulfate Soils provision with no Level 4 land in the vicinity. Flooding is not known to be an issue for the site.

Details of Planning Proposal

The revised PP of 22 March 2018 maintains its request for application of the BLEP B6 zone with development standards of 12.5 metres maximum building height and 1.5:1 maximum FSR.

From the start the applicant has been advised that a building height plane (BHP) would apply to the rezoned site. This is from the Burwood Development Control Plan (BDCP) 2013 and applies to all lots in the B6 zone that have a common boundary with a residential zone. The BHP commences 1.8 metres above the boundary and is projected at an angle of 45 degrees over the B6-zoned land.

The new concept design (the applicant's preferred concept) for development of the land is based on a three storey car showroom over a basement car parking level. At the road frontage of the site the ground floor is a sub-basement level. Street access is provided from level 1 which is indicated as showroom and sales staff office area with level two also as sales office space. The applicant's preferred concept provides for a setback from the southern boundary of six metres at ground level that would be used as the access driveway. No access between the site and the car dealership land to the north-west is indicated.

Both the 22 December 2017 and 22 March 2018 concept designs have the same compliant or greater relationship to the building height plane.

It is relevant that any concept design cannot be tied to the site's future development. Once rezoned any development of the site is permitted with consent provided it complies with the applicable development standards. Relevant BDCP guidelines in particular the BHP would also apply.

Planning or Policy Implications

Strategic Planning

The B6 Enterprise Corridor primarily is comprised of lots that have direct frontage to Parramatta Road and a few lots only have frontage to a side street. Such lots were included on the B6 zone on the basis of the previous zoning under the Burwood Planning Scheme Ordinance (BPSO).

Adding the PP site (which has frontage only to Cheltenham Road) to the B6 zone would further extend the zone to the south down that street. This is not objectionable in principle and as mentioned above there is a precedent for this in BLEP Amendment No. 2.

Close to the PP site, the Amendment rezoned two lots fronting Lucas Avenue, one lot fronting Cheltenham Road (almost opposite the PP site) and one lot fronting Royce Avenue to B6. All lots were adjacent to existing B6-zoned land and contained long-standing uses consistent with the B6 zone. However development standards lower than in the B6 zone were applied to provide a "transition" and moderate potential impacts on dwelling houses in the adjacent land that is zoned R2 Low Density Residential zone. The standards applied were 8.5 metres maximum height and 0.55:1 maximum FSR, the same as in the R2 and R3 zones.

Strategic Planning for the Parramatta Road Corridor is not considered to provide a constraint. The PP site is not within designated corridor land but it does immediately adjoin. The development standards proposed for the site are also lower than envisaged for the corridor land in this vicinity. As such they are not considered to threaten the integrity of the future Corridor.

Specific Impacts

The key issues for assessment of the PP are therefore potential impacts on the local area.

The Manager Traffic and Transport has advised that additional traffic generation from development of the rezoned site could be accommodated within the existing road system and that other traffic matters can be dealt during the Development Application process and by consent conditions.

As the existing lots to the west and north are already zoned B6, and Cheltenham Road separates the site from the R2 zoned lots to the east, the main impacts to be assessed are those on the lot(s) immediately to the south in terms of solar access. Acoustic and visual privacy and building separation matters are normally dealt with at DA stage.

Solar Access Analysis

To support the assessment the applicant has provided analysis in shadow and view-from-the sun diagrams and other details concerning solar impacts:

1. For the existing dwelling house on No. 3-3A Cheltenham Road (called here the 3-3A site):
 - a. The solar impacts of the applicant's preferred concept design located on the PP site
 - b. The solar impacts of a maximum envelope for a building on the PP site that would use the full space capacity provided by the maximum building height and the BHP
2. For an indicative envelope for a medium density building on the 3-3A site, the solar impacts of the above two development options i.e.
 - a. the applicant's preferred concept
 - b. the maximum envelope

In respect of 1.a), the applicant concludes that the applicant's preferred concept would have acceptable shadow/solar access impacts on the existing semi-detached dwelling house on the 3-3A site, providing solar access to room habitable windows, open space in the street setback and in the rear open space area for at least two hours in mid-winter. This conclusion is endorsed. It is noted that a two storey dwelling house or town houses erected on the PP site would not be constrained by the BHP.

In respect of 1.b), the maximum envelope on the PP site, the applicant concludes that all of the northern elevation of the existing semi-detached dwelling house would be overshadowed in the middle of the year. However the applicant has also provided solar impact diagrams for the March equinox, which indicate a much improved outcome with no impacts of shadowing on the semi-detached dwelling house.

In respect of 2.a) the analysis shows that the applicant's preferred concept would allow solar access to living rooms in the indicative medium density building that would satisfy the relevant objective of the Apartment Design Guide (ADG). Private open space on the northern side of the medium density building would be compromised, however, the applicant points out that this is already the current situation with shadows caused by the existing buildings to the north of the PP site.

In respect of 2.b) the maximum envelope on the PP site would have greater impacts and probably overshadow ground floor living rooms in the indicative medium density building all day, although the 2nd floor would receive solar access all day.

In the context of this analysis, the applicant makes the following points:

- A future DA cannot expect to utilise the maximum envelope as of right because all DAs are subject to merit assessment including matters such as building separation setbacks and solar impacts that would aim to achieve optimum outcomes for both the PP site and the 3-3A site

- The ADG advises in Section 2B that a building envelope should normally be 25-30% greater than the theoretical achievable floor area based on the FSR control

Relying on the maximum envelope alone for assessment of likely solar access impacts is not realistic. The DA process can be expected to lead to more acceptable outcomes. The assessment of any future DA for this site will require the strict imposition of the building height plane to ensure that overshadowing to the properties to the south is minimised.

Comment

It is considered that the PP should be supported with the development standards requested by the applicant (12.5 metres maximum building height and 1.5:1 maximum FSR) for the following reasons:

- The PP site presently is being used primarily for car storage and not in accordance with its residential zoning, most likely because it is not a desirable dwelling location
- The site is negatively impacted by the existing warehouse on the land to the north (effectively two storeys in height), and is likely to be further impacted by future development on the lot to the west (part of the car dealership development). These lands are already in the B6 zone
- As such the PP site is unlikely to revert solely to a single dwelling house use. Also it faces significant constraints for a future medium density development in accordance with its R3 zoning. The building to the north is located on the joint boundary with no BHP compliance
- Including the site in the B6 zone will “tidy up” the B6-R3 zones interface by providing a straight dividing line extending between Lucas Road and Cheltenham Road
- The proposed development standards for the rezoned site are less than those in the B6 zone and provide a suitable transition to the R3 zone to the south and its development standards
- While this differs from the approach taken in respect of the four lots in the vicinity rezoned in BLEP Amendment No. 2 (where R2 zone development standards for FSR and building height were imposed under the B6 zone), this is justified because the PP site will adjoin R3 zoned land. Although the same development standards apply in the R2 and R3 zones the latter inherently provides for more intensive use and a larger population density
- While the four lots were rezoned B6 with lower development standards their capability for redevelopment has not been tested. Currently they are used as car parks
- If the PP site remained in the R3 zone and was developed with medium density dwellings, that is likely still to cause some shadowing impacts on the site to the south. Such impacts are normally accepted as part of medium density development on adjoining sites
- As outlined above a maximum building envelope set by development standards does not provide a right to fully develop with that envelope
- Also as above the development application provides the appropriate process for achievement of an acceptable relationship and for managing adverse impacts between future development of the PP site when rezoned and the 3-3A site
- There are no strategic planning reasons (such as inconsistency with the Parramatta Corridor Strategy) for not including the site in the B6 zone. In addition the rezoning would not cause significantly increased adverse impacts on the land to the south along Cheltenham Road which will retain its low and medium density residential character

Financial Implications

No financial implications.

Consultation

No consultation with or notification of adjacent landholders has been undertaken. Community and State agency consultation would follow a Gateway Determination, should the PP proceed.

Conclusion

There are sufficient environmental planning grounds to support rezoning of Nos. 1-1A Cheltenham Road to B6 Enterprise Corridor and application of the requested development standards of 12.5 metres maximum building height and maximum FSR of 1.5:1.

Recommendation(s)

1. That the Planning Proposal be submitted to the Department of Planning & Environment for a Gateway Determination.
2. That the Applicant be advised of Council's resolution.

Attachments

There are no attachments for this report.

(ITEM 27/18) PROPOSALS FOR THE EXTENSION OF THE AREA OF THE BURWOOD TOWN CENTRE - ASSESSMENT AND FURTHER ACTION

File No: 18/5624

REPORT BY ACTING DIRECTOR PLANNING AND ENVIRONMENT

Summary

The NSW State Government Planned Precincts program potentially includes rezoning of land in Livingstone, Clarence and Church Streets Burwood, as highlighted in previous resolutions of Council. At the moment, it is considered unlikely that the Department of Planning & Environment (DPE) will consider a separate Planning Proposal for this land. It is appropriate to await greater clarity on the progress of the Burwood-Strathfield-Homebush Precinct. If it does not proceed further consideration can then be given to a Council-initiated Planning Proposal.

Background

In consideration of a Mayoral Minute at the meeting of 26 September 2017 Council resolved to request a report on potential amendments to the *Burwood Local Environmental Plan 2012* (BLEP):

In conjunction with the NSW State Government's recently released Priority Precinct projects, the General Manager is requested to investigate updating the BLEP to:

- *Extend the Burwood Town Centre to include Clarence Street to Church Street, bounded by Burwood Road and Shaftesbury Road, for land transition zoning to B4 with building height plane on Church Street*
- *Include the Northern side of Livingstone Street as a B4 transition zone with building height plane*

Council had considered an earlier report on 25 July 2015 on the possible rezoning of land in Livingstone Street and resolved that a survey should be conducted of landowners on options for zoning and development standards.

Priority Precincts is a recent NSW Government program focused "on identifying locations across greater Sydney with good access to existing or planned public transport connections, suitable for rejuvenation with new homes and jobs". The program has now evolved to be called Planned Precincts, with the focus on "providing priority infrastructure, including schools, parks, transport, hospitals and road upgrades".

The Burwood Town Centre (BTC) was first defined in the *BTC Local Environmental Plan* (LEP) in 2010. It rezoned the BTC area to B4 Mixed Use (except for Burwood Park - zoned RE1 Public Recreation) and applied new development standards. Together these substantially increased the development capacity of the BTC. The area of the BTC (see map below) has not been changed since then. The BTC LEP was absorbed into the BLEP 2012.

The Planned Precincts Process

The Priority/Planned Precincts program was first announced in June 2017. One of the precincts it identified extended around the centres and rail stations of Burwood, Strathfield and Homebush Precinct (called the BSHP). Soon after, the DPE conducted some basic community consultation in the area.

Council considered the matter at its meeting of 27 June 2017 and its resolution was conveyed to the DPE. Council was concerned about the absence of prior notification and sought greater consultation and involvement in the program.

Subsequently the DPE continued engagement with Council Officers (from Burwood Council as well as the City of Canada Bay and Strathfield Council) on governance and working arrangements for the program and potential options for the boundary of the BSHP. A collaborative Project Working Group has been established. The DPE has indicated the next stages will include specialist studies, briefings to Councillors, stakeholder consultations, preparation and exhibition of a draft precinct plan, and its finalisation.

To date the DPE has released only one report on the community consultation process that outlines community values and priorities in the precinct. The Department has not determined and released a map of the boundaries of the precinct for Council or public discussion.

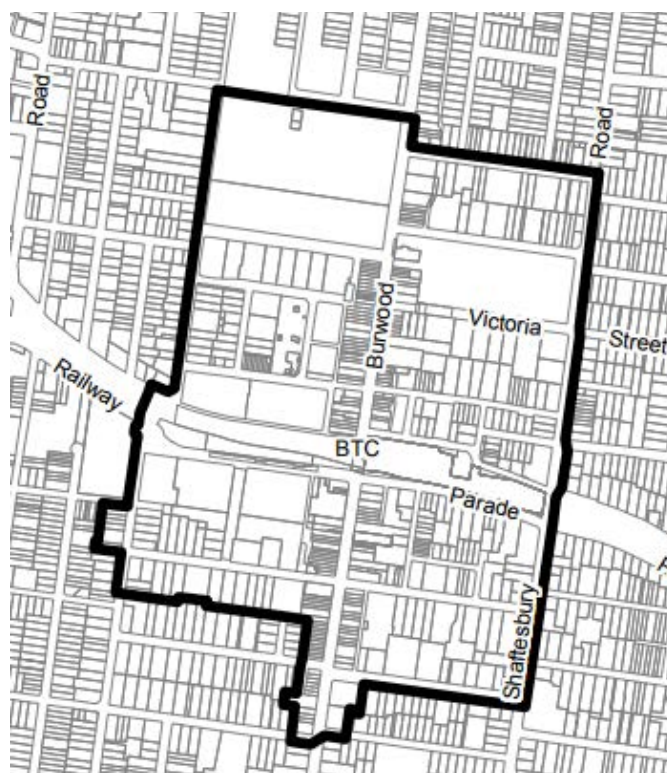
Indications are that the DPE is aiming for the exhibition of a detailed draft plan for the implementation of the BSHP before the next State election in March 2019. The actual process and steps to reach this stage are not yet clear.

The Burwood, Strathfield and Homebush Precinct and the BTC

As part of the above process the DPE circulated three options for the extent of the BSHP. All options involved consolidated areas around the three centres, within which, housing and jobs could benefit from existing and possible future infrastructure, especially in relation to public transport. It should be noted that the BSHP deals with land that is not included in the Parramatta Road Project, which takes precedence over the former.

The three options differed on the extent of the areas surrounding the three centres that would be included. It would appear that the DPE has decided the BSHP boundary which, however, has not been made public.

The two areas mentioned in Council's resolution of 26 September 2017 - being Livingstone, Clarence and Church Streets - would fall within the area of the BSHP, as does the entire Burwood Town Centre.



Map of Burwood Town Centre

Planning Implications

The State Government and the DPE have placed great emphasis on the BSHP process. Therefore, it is highly unlikely that the DPE would consider any Planning Proposals outside of the BSHP process for the rezoning of land fronting Livingstone Street and Clarence and Church Streets at this time.

It is appropriate to await greater clarity on the progress of the BSHP process. If the process proceeds, it can be expected to address the addition of the land to the BTC. If it becomes substantially delayed, postponed or abandoned, Council could then give further consideration to restarting a Planning Proposal for land in the nominated streets.

Consultation

No consultation has been necessary for the preparation of this report.

Financial Implications

No financial implications at this stage.

Conclusion

It is not considered appropriate to proceed at the present time with a Planning Proposal for the Livingstone, Clarence and Church Streets, Burwood area. The matter can be further considered if the State Government's Planned Precincts program is delayed, postponed or abandoned.

Recommendation(s)

1. That Council receives and notes the report and does not proceed with the Planning Proposal at this stage.
2. That once further information is received a report be presented to Council.

Attachments

There are no attachments for this report.

(ITEM 28/18) VOLUNTARY PLANNING AGREEMENT - 26 PARNELL STREET STRATHFIELD

File No: 18/12161

REPORT BY ACTING DIRECTOR PLANNING AND ENVIRONMENT

Applicant: Urban Link Pty Ltd
Owner: Seiner Pty Ltd
Company Directors: Steven James Devine and Tanya Maree Devine

Summary

A draft Voluntary Planning Agreement (VPA) and Explanatory Note (EN) in connection with a Modification Application (MA) BD.2016.046 for 26 Parnell Street, Strathfield have now been publicly notified in accordance with the relevant legislation. The draft VPA will provide for the developer to pay a monetary contribution in exchange for additional development on the site. Council's endorsement is now sought to enter into the VPA after the granting of the consent of the MA.

Background

The modification application involves the amendment to an existing approval of an eight storey residential flat building to include another level containing four units. The application proposes to enter into a VPA with Council for an additional 165.9 square metres of floor space, equating to 9.6% increase in the maximum floor space allowed under the Burwood Local Environmental Plan 2012, pursuant to Council's *Policy on Carrying Out Bonus Development in the Public Interest*.

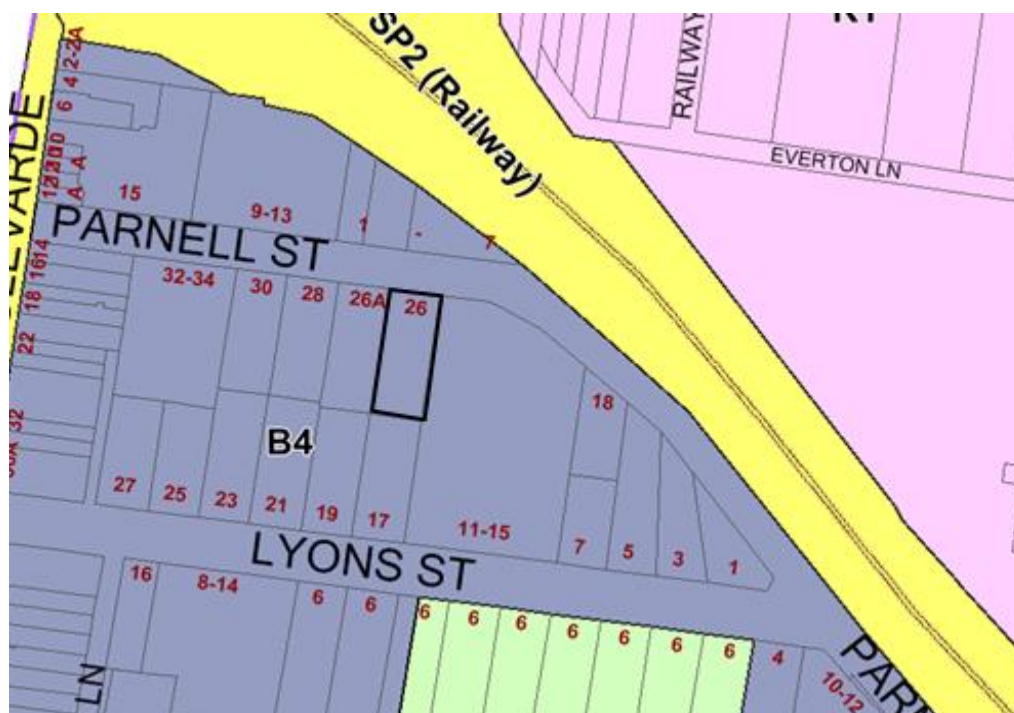


Figure 1: Site Location Map

The lot (26 Parnell Street, Strathfield) has a site area of 577 square metres. The DA is under assessment with Council's Building and Development section.

The following summarises the history on the site:

- Council (on 19 October 2016) granted the development consent for the Development Application No. DA/46/2016 involving demolition works and the construction of a Residential

Flat Building of 8 storeys comprising 30 apartments and basement parking for 27 car parking spaces.

- On 4 April 2017, the Council granted the consent for a Section 96 Modification Application, associated the original DA for additional basement car parking.
- On 22 August 2017, the Section 96 Modification Application associated with the Planning Agreement was lodged requesting an additional residential storey.

Draft VPA and EN

A draft VPA and EN has been prepared. The draft VPA will:

- Provide a monetary contribution to Council for the purposes of providing, augmenting or improving open space, community facilities or other public facilities as determined by Council in accordance with the *Burwood Open Space and Community Facilities Study* undertaken for Council
- Provide the developer, in exchange for making the monetary contribution, additional Floor Space Ratio (FSR) over the development site, based on the *Burwood Town Centre Urban Design Study* undertaken for Council, which recommended a maximum 10% FSR increase

The draft VPA and EN were referred to Council's solicitors for their advice and vetting. The documents have been modified in negotiation with the applicant in response to the legal advice. Further minor revision of the draft VPA may be necessary prior to execution, e.g. updating of the footer or the insertion of dates. Any changes will not alter the purpose or intention of the VPA.

Consultation

Following the modification and negotiation of the document contents, the draft VPA and EN were publicly notified for a period of 28 days from 20 February 2018 to 20 March 2018. The public notice was placed in the local newspaper and on Council's Website. Hard copies were also made available to view at Council's Customer Service Centre. No submissions have been received in response to the public exhibition.

Planning or Policy Implications

Council has a *Planning Agreement Policy*. The Policy contains an acceptability test which stipulates the matters that Council should consider when determining whether or not to enter into a VPA.

Consideration of these matters against the draft VPA is outlined below:

1. The VPA is directed towards a proper legitimate planning purpose. The VPA provides funds to Council to be used to provide the augmentation or improvement of open space, community facilities or other public facilities, consistent with the *Burwood Open Space and Community Facilities Study*.
2. The VPA would result in a public benefit. The contribution to Council would be used towards public facilities.
3. The VPA provides a reasonable means of achieving the relevant purpose. The *Burwood Open Space and Community Facilities Study* recommended a monetary contribution rate for additional development.
4. The VPA would be taken into consideration in the assessment of the MA. The MA must stand on its own merits from a design, planning and amenity perspective, which has been the

subject of a separate and independent planning assessment. If the VPA is not entered into, approval of the MA could not be granted.

5. The VPA would produce outcomes that meet the general values and expectations of the community, and protect the overall public interest. The provision, augmentation and improvement of public facilities by Council are an expectation of the community. The VPA provides Council with the financial resources to assist in the delivery.
6. The VPA promotes Council's strategic objectives as outlined in Clause 2.1 of Council's *Planning Agreements Policy*, particularly:
 - Objective 'a' – to provide an enhanced and more flexible development contributions system for Council. The VPA encourages flexibility by enabling a monetary contribution towards public facilities, to the mutual benefit of the developer and the community.
 - Objective 'b' – to supplement or replace, as appropriate, the application of s94 and s94A of the Act for development. The VPA supplements Council's Section 94A Plan because the VPA contribution is on top of established Section 94A contributions.
 - Objective 'e' – to lever planning benefits from development wherever possible. The VPA would facilitate the provision of public facilities, which represent a public benefit.
7. The VPA conforms to the fundamental principles governing the Council's use of planning agreements as set out in Clause 2.2 of the *Planning Agreements Policy*, particularly:
 - Principle 'a' – planning decisions may not be bought or sold through planning agreements. Council is not obliged to support the MA and instead, each application must be considered on the individual merit.
 - Principle 'd' – Council will not use planning agreements for any purpose other than a proper planning purpose. The manner in which the VPA is proposed to be used is in accordance with Council's studies.
8. There are not considered to be any circumstances that may preclude the Council from entering into the VPA should it determine to do so.

Financial Implications

The VPA would seek to provide for a monetary contribution of \$248,850 (depending on the final determination of the MA) based on the \$1,500 square metres additional GFA rate to Council for the provision of the augmentation or improvement of open space, community facilities, or other public facilities. Council would be obliged under legislation to allocate the contribution and any return on its investment to the provision of, or the recoupment of, the cost of providing public facilities. The provision of public facilities by Council would not coincide with the completion of the subject development, and would be undertaken at a time determined.

Conclusion

The VPA will help council secure a monetary contribution of \$248,850 for the provision of public facilities. It is recommended that the necessary arrangements be made for the execution of the VPA by Council authorising the signing of the agreement, after the granting of the MA but prior to the issue of the Construction Certificate, which would include a condition of the consent requiring that the VPA be entered into.

Recommendation(s)

1. That Council enter into the VPA for 26 Parnell Street Strathfield for the provision of a monetary contribution of \$248,850 towards public facilities after the granting of the consent

for MA BD.2016.046 which would include a condition on the consent requiring that the VPA be entered into.

2. That Council authorise the General Manager to sign the VPA and any related documentation under his Power of Attorney.
3. That Council authorise the General Manager to endorse the minor revisions of the VPA documents prior to execution.
4. That the Developer pay the monetary contribution (dollar value dependent on the final determination of the MA to Council, on or before, the execution of the VPA.

Attachments

- 1 [↓](#) Voluntary Planning Agreement and Explanatory Note

PROJECT
LAWYERS

Planning Agreement

Burwood Council
ABN 84 362 114 428

and

Seiner Pty Ltd
ACN 605 893 392

26 Parnell Street, Strathfield

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PARTIES

THIS PLANNING AGREEMENT is made on _____

BETWEEN:

- (1) **Burwood Council** ABN 84 362 114 428 of Suite 1, Level 2, 1-17 Elsie Street, Burwood NSW
(Council).
- (2) **Seiner Pty Ltd** ACN 605 893 392 of 50 The Boulevard, Strathfield NSW (**Developer**)

BACKGROUND

- (A) The Developer is the owner of the Land.
- (B) The Land has a 15.24m primary frontage to Parnell Street, a maximum site depth of 38.35m and a total site area of 584.6 sqm.
- (C) On or about 19 October 2016 the Council granted development consent for Development Application No.DA/46/2016, involving demolition works and the construction of a Residential Flat Building of 8 storeys comprising 30 apartments and basement parking for 27 cars.
- (D) On or about 4 April 2017 the Council granted approval for a section 96 modification application associated with Development Application No.DA/46/2016 for additional basement car parking.
- (E) On or about [22 August 2017] the Developer lodged a section 96 modification application associated with Development Application No.DA/46/2016 seeking approval for an additional residential storey.
- (F) The Developer has prepared and submitted, in connection with the Modification Application:
 - (1) a statement of environmental effects and accompanying plans.
 - (2) a written request seeking an exception to the 'height of building' development standards set out in clause 4.3 of the Burwood LEP 2012.
 - (3) a written request seeking an exception to the 'floor space ratio' development standards set out in clause 4.4 of the Burwood LEP 2012.
- (G) The Developer has also prepared and submitted, in connection with the Modification Application, an offer by the Developer to the Council to enter into this Agreement seeking approval for an additional 0.284:1 FSR over the maximum FSR for the Land (3:1), in exchange for providing the Public Benefits set out in this Agreement, comprising:
 - (1) a monetary contribution to Council for Public Facilities.subject to the terms of this Agreement.
- (H) As contemplated by section 93F of the Act, the parties wish to enter into an Agreement to give effect to the proposal made by the Developer.

OPERATIVE PROVISIONS

1. Definitions and Interpretation

1.1 Definitions

The following words have the corresponding meanings for the purposes of this Agreement:

Act means the *Environmental Planning and Assessment Act 1979 (NSW)*, as amended, and includes any regulations made under the Act.

Agreement means this planning agreement.

Approval means any approvals, consents, section 96 modifications, Part 4A certificates or approvals under the Act, certificates, construction certificates, occupation certificates, complying development certificates, permits, endorsements, licences, conditions or requirements (and any variation to them) which may be required by Law for the commencement and carrying out of the Development.

Authority means any government, local government, statutory, public, ministerial, administrative, fiscal or other authority or body, and includes the Joint Regional Planning Panel or such other consent authority as may be lawfully appointed and authorised to grant an Approval, including an accredited certifier defined under the Act.

Burwood LEP 2012 means Burwood Local Environmental Plan 2012.

Business Day means any day except for Saturday or Sunday or a day which is a public holiday in Sydney.

Development means the development of the Land in accordance with:

- (a) Development Application No.DA/46/2016.
- (b) modification application in relation to Development Application No.DA/46/2016, approved on or about 4 April 2017.
- (c) Modification Application, the subject of this Agreement.

Development Consent means the consent granted to Development Application No.DA/46/2016

Explanatory Note means the Explanatory Note set out in **Schedule 2** of this Agreement.

Force Majeure means any physical or material restraint beyond the reasonable control of the Party claiming force majeure.

GST has the meaning as in the GST Law.

GST law has the same meaning given to that term in A New Tax System (Goods and Services Tax) Act 1999 (Cth) and any other Act or regulation relating to the imposition or administration of GST.

Land means the whole of the Land described in the certificate of title Lot 140 in DP 1211528, known as 26 Parnell Street, Strathfield.

Law means:

- (a) the common law including principles of equity, and
- (b) the requirement of all statutes, rules, ordinances, codes, instruments, regulations, proclamations, by-laws or consent by an Authority,

that presently apply or that may apply in the future.

Modification Application means the modification application lodged with Council on or about 22 August 2017 in relation to Development Application No.DA/46/2016.

Monetary Contribution means the sum set out in **Schedule 1**.

Public Benefits mean:

- (a) Monetary Contribution,

as set out in **Schedule 1** of this Agreement.

Public Facilities means the augmentation or improving of open space, community facilities, or other public facilities as determined by the Council.

Sunset Date means the date on which the Development Consent lapses.

1.2 Interpretation

In the interpretation of this Agreement, the following provisions apply unless the context otherwise requires:

- (a) headings are for convenience only and do not affect interpretation.
- (b) "person" includes an individual, the estate of an individual, a corporation, an Authority, an association or a joint venture (whether incorporated or unincorporated), a partnership and a trust.
- (c) a reference to a party includes that party's executors, administrators, successors and permitted assigns, including persons taking by way of novation.
- (d) a reference to a party to the Agreement includes a reference to servants, representatives, agents, and contractors of the party.
- (e) a reference to a document (including this Agreement) is to that document as varied, novated, ratified, supplemented or replaced from time to time.
- (f) a reference in this Agreement to any Law, legislation or legislative provision includes any statutory modification, amendment or re-enactment, and any subordinate legislation or regulations issued under that legislation or legislative provision.
- (g) a word importing the singular includes the plural (and vice versa), and a word indicating a gender includes every other gender.
- (h) a reference to a party, clause, schedule, exhibit, attachment or annexure is a reference to a party, clause, schedule, exhibit, attachment or annexure to or of this

Agreement, and a reference to this Agreement includes all schedules, exhibits, attachments and annexures to it.

- (i) if a word or phrase is given a defined meaning, any other part of speech or grammatical form of that word or phrase has a corresponding meaning.
- (j) A reference to the word "include", "includes" or "including" is to be interpreted without limitations.
- (k) the Explanatory Note set out in this Agreement is not to be used to assist in construing the Agreement.
- (l) a reference to "\$" or "dollar" is to Australian currency.

1.3 Compliance with New Laws

If a Law is changed or a new Law comes into force (both referred to as "New Law"), and the Developer is obliged by the New Law to perform certain works or pay an amount which it is required to do in accordance with this Agreement or which was not contemplated at the time of entering into this Agreement, then, to the extent that the relevant obligation is required under the New Law and the Agreement, compliance with the New Law will constitute compliance with the relevant obligation under this Agreement.

2. Planning Agreement under the Act

The Parties acknowledge and agree that this Agreement is a planning agreement within the meaning of section 93F of the Act and is governed by Part 4 of the Act.

3. Application of this Agreement

The Agreement applies to the Land and the Development.

4. Operation of this Agreement

- (a) This Agreement takes effect on the date of this Agreement after execution by both parties, subject to clause 4(b).
- (b) This Agreement will remain in force until:
 - (i) it is terminated by operation of Law; or
 - (ii) all obligations are performed or satisfied; or
 - (iii) the Sunset Date is reached, or
 - (iv) the Development Consent is surrendered in accordance with the Act; or
 - (v) it is otherwise discharged or terminated in accordance with the terms of this Agreement.
- (c) If a legal challenge to the Modification Application by a third party results in the Modification Application being rendered invalid or unenforceable, then the Developer may, in its absolute discretion, either terminate this Agreement or request the Council to consider changes to its terms.

5. Monetary Contribution

5.1 Payment

- (a) The Developer must, upon the Council granting consent for the Modification Application, pay the Monetary Contribution to the Council in accordance with Schedule 1 of this Agreement.

5.2 No trust

- (a) Nothing in this Agreement creates any form of trust arrangement or fiduciary duty between the Council and the Developer. Following receipt of the Monetary Contribution, the Council is not required to separately account for the Monetary Contribution or to report to the Developer regarding expenditure of the Monetary Contribution.

5.3 Expenditure by the Council

- (a) The Council will, in its absolute discretion, use and apply the funds comprising the Monetary Contribution towards the Public Facilities.
- (b) The Public Facilities will:
 - (i) not be provided to coincide with the conduct or completion of the Development;
 - (ii) be constructed at a time determined by the Council at its absolute discretion;
 - (iii) be available for use by the general public and will not be restricted for use by owners, occupiers or patrons of the Development.

5.4 Monetary Contributions to be made under this Agreement

- (a) The payment of the Monetary Contribution will be by way of the delivery of a bank cheque to the Council which must be:
 - (i) made payable to the Council; and
 - (ii) in a form acceptable to the Council.

6. Application of the Act to the Development

- (a) This Agreement does not exclude the application of:
 - (i) sections 94 and 94A of the Act;
 - (ii) any Affordable Housing Levy;
 - (iii) any other monetary contributions;in connection with the Development.
- (b) The obligations of the Developer under this Agreement involve a contribution to or provision of public amenities and services over and above those which would

otherwise be imposed under section 94 and section 94A of the Act ('the benefits'). The benefits are not to be taken into consideration by the Council in determining contributions under s94 and s94A of the Act.

7. Registration of Agreement

7.1 Land ownership / Mortgagees consent

The Developer represents and warrants that:

- (a) it is the registered proprietor of the Land; and
- (b) it has obtained the consent of all persons that have an interest in the Land prior to executing this Agreement.

7.2 Registration of Agreement

- (a) The Developer agrees it will procure the registration of this Agreement under the *Real Property Act 1900 (NSW)* in the relevant folios of the register for the Land in accordance with section 93H of the Act prior to the issue of any Construction Certificate for the works comprising the Modification Application.
- (b) The Developer at its own expense will, prior to the execution of this Agreement, take all practical steps and otherwise do anything that Council reasonably requires, to procure:
 - (i) the consent of each person who:
 - (A) has an estate or interest in the Land registered in the Land; and
 - (B) is seized or possessed of an estate or interest in the Land; and
 - (ii) the execution of any documents; and
 - (iii) the production of the relevant duplicate certificates of title;

to enable the registration of this Agreement under the *Real Property Act 1900 (NSW)* in the relevant folios of the register for the Land in accordance with section 93H of the Act; and
- (c) The Developer, at its own expense, will take all practical steps, and otherwise do everything that the Council reasonably requires:
 - (i) to procure the lodgement of this Agreement with the Registrar-General as soon as reasonably practicable after the Agreement is entered into by the Parties but in any event, no later than 20 Business Days after that date;
 - (ii) to procure the registration of this Agreement by the Registrar-General either in relevant folios of the register for the Land; or in the General Register of Deed if this Agreement relates to land not under the *Real Property Act 1900 (NSW)* as soon as reasonably practicable after the Agreement is lodged for registration but, in any event, no later than 20 Business Days after the date on which the Developer lodges this Agreement with the Registrar-General.

7.3 Release and discharge of Agreement

The Council agrees to do all things reasonably required by the Developer to release and discharge this Agreement with respect to any part of the Land upon the Developer satisfying all of the Public Benefit obligations of this Agreement in respect of that part of the Land.

7.4 Lodgment of Caveat by Council

- (a) Until such time as registration of this Agreement on the Certificates of Title to the Land, the Developer agrees that Council may lodge any caveat reasonably necessary to prevent any dealing with the Land or any part of it in a manner which is inconsistent with this Agreement.
- (b) If Council lodges a caveat in accordance with this clause, then the Council will do all things reasonably required to ensure that the caveat does not prevent or delay either the registration of this Agreement or any related Dealing with the Land. The Council will promptly, following registration of this Agreement, do all things reasonably required to remove the caveat from the title to the Land.

8. Dealing with the Land

The Parties acknowledge and agree that nothing in this Agreement abrogates, fetters or in any way prevents the Developer from selling, transferring, assigning, subdividing, mortgaging, charging, encumbering or otherwise dealing with the Land.

9. GST

9.1 Interpretation

In this clause 9:

- (a) Words and expressions which are not defined in this Agreement but which have a defined meaning in GST Law have the same meaning as in the GST Law.

9.2 Consideration GST exclusive

Unless otherwise expressly stated, all prices or other sums payable or consideration to be provided under this Agreement are exclusive of GST.

9.3 Payment of GST - additional payment required

- (a) If GST is payable by an entity (**Supplier**) in respect of any supply made under this Agreement (**Relevant Supply**), then the party required under the other provisions of this Agreement to provide the consideration for that Relevant Supply (**Recipient**) must pay an additional amount to the Supplier (**GST Amount**), as calculated under clause 9.3(b).
- (b) To the extent that the consideration to be provided by the Recipient for the Relevant Supply under the other provisions of this Agreement is a payment of money, the Recipient must pay to the Supplier an additional amount equal to the amount of the payment multiplied by the rate of GST for that Relevant Supply.

- (c) To the extent that the consideration payable by the Recipient is a taxable supply made to the Supplier by the Recipient, no additional amount shall be payable by the Recipient to the Supplier on account of the GST payable on that taxable supply.
- (d) The Recipient will pay the GST Amount referred to in this clause 9.3 in addition to and at the same time as the first part of the consideration is provided for the Relevant Supply.

9.4 Tax invoice

The Supplier must deliver a tax invoice to the Recipient before the Supplier is entitled to payment of the GST Amount under clause 9.3. The Recipient can withhold a payment of the GST Amount until the Supplier provides a tax invoice.

9.5 Adjustment event

If an adjustment event arises in respect of a taxable supply made by a Supplier under this Agreement, the amount payable by the Recipient under clause 9.3 will be recalculated to reflect the adjustment event and a payment will be made by the Recipient to the Supplier or by the Supplier to the Recipient as the case requires.

9.6 Reimbursements

Where a party is required under this Agreement to pay or reimburse an expense or outgoing of another party, the amount to be paid or reimbursed by the first party will be the sum of:

- (a) the amount of the expense or outgoing less any input tax credits in respect of the expense or outgoing to which the other party, or to which the representative member for a GST group of which the other party is a member, is entitled; and
- (b) any additional amount payable under clause 9.3 in respect of the reimbursement.

10. Default

10.1 Notice

In the event a party considers another party has failed to perform and fulfil an obligation under this Agreement, it may give notice in writing to that party (**Default Notice**) giving all particulars of the matters in respect of which it considers default has occurred and by such notice require the default to be remedied within a reasonable time not being less than 21 days.

10.2 Reasonable Time

In determining a reasonable time, regard must be had to both the nature of the default and the work or other action required to remedy it and whether or not the continuation of the default constitutes or causes a public nuisance or raises other circumstances of urgency or emergency.

10.3 Suspension of time-dispute

If a party disputes the Default Notice it may refer that dispute to dispute resolution under clause 11 of this Agreement.

11. Dispute Resolution

11.1 Notice of Dispute

If a party claims that a dispute has arisen under this Agreement (**Claimant**), it must give written notice to the other party (**Respondent**) stating the matters in dispute and designating as its representative a person to negotiate the dispute (**Claim Notice**). No party may start court proceedings (except for proceedings seeking interlocutory relief) in respect of a dispute unless it has first complied with this clause 11.

11.2 Response to Notice

Within 10 business days of receiving the Claim Notice, the Respondent must notify the Claimant of its representative to negotiate the dispute.

11.3 Negotiation

- (a) The nominated representative must:
 - (i) meet to discuss the matter in good faith within 5 business days after service by the Respondent of notice of its representative; and
 - (ii) use reasonable endeavours to settle or resolve the dispute within 15 business days after they have met.

11.4 Further Notice if Not Settled

If the dispute is not resolved within 15 business days after the nominated representatives have met, either party may give to the other a written notice calling for determination of the dispute (**Dispute Notice**) by mediation under clause 11.5 or by expert determination under clause 11.6.

11.5 Mediation

- (a) If a party gives a dispute Notice calling for the dispute to be mediated:
 - (i) the parties must agree to the terms of reference of the mediation within 5 business days of the receipt of the Dispute Notice (the terms shall include a requirement that the mediation rules of the Institute of Arbitrators and Mediators Australia (NSW Chapter) apply);
 - (ii) the Mediator will be agreed between the parties, or failing agreement within 5 business days of receipt of the Dispute Notice, either party may request the President of the Institute of Arbitrators and Mediators Australia (NSW Chapter) to appoint a mediator;
- (b) the Mediator appointed pursuant to this clause 11.5 must:
 - (i) have reasonable qualifications and practical experience in the area of the dispute; and
 - (ii) have no interest or duty which conflicts or may conflict with his function as mediator, he being required to fully disclose any such interest or duty before his appointment;

- (c) the Mediator shall be required to undertake to keep confidential all matters coming to his knowledge by reason of his appointment and performance of his duties;
- (d) the parties must within 5 business days of receipt of the Dispute Notice notify each other of their representatives who will be involved in the mediation;
- (e) the parties agree to be bound by any mediation settlement and may only initiate judicial proceedings in respect of a dispute which is the subject of a mediation settlement for the purpose of enforcing that mediation settlement, or in the event the parties are unable to reach a mediation settlement;
- (f) each party will bear their own professional and expert costs incurred in connection with the mediation.

11.6 Expert Determination

- (a) If the dispute is not resolved under clause 11.3 or 11.5, the dispute may, by agreement between the parties, both acting reasonably having regard to the nature of the dispute, be resolved by expert determination, in which event:
 - (i) the dispute must be determined by an independent expert in the relevant field:
 - (A) agreed upon and appointed jointly by the Council and the Developer; or
 - (B) in the event that no agreement is reached or appointment made within 30 business days, appointed on application of a party by the then current President of the Law Society of New South Wales;
 - (ii) the expert must be appointed in writing and the terms of appointment must not be inconsistent with this clause;
 - (iii) the determination of the dispute by such expert will be made as an expert and not as an arbitrator and will be in writing and contain the reasons for the determination;
 - (iv) the expert will determine the rules for the conduct of the process but must conduct the process in accordance with the rules of natural justice;
 - (v) each party will bear its own costs in connection with the process and the determination by the expert together with an equal proportion of the expert's fees and costs.

11.7 Litigation

If the dispute is not finally resolved in accordance with this clause 11, either party is at liberty to litigate the dispute.

12. Notices

- (a) Any notice, consent, information, application or request that must or may be given or made to a Party under this Agreement is only given or made if it is in writing and sent in one of the following ways:

- (i) delivered or posted to that Party at its address set out below; or
- (ii) faxed to that Party at its fax number as set out below; or
- (iii) emailed to that Party at its email address as set out below.

Council

Attention: The General Manager
Address: Suite 1, Level 2, 1-17 Elsie Street, Burwood NSW
Post: P.O. Box 240, Burwood NSW 1805
Facsimile: 02 9911 9900
Email: council@burwood.nsw.gov.au

Developer

Attention: Mr Steven Devine
Ms Tanya Devine
Address: 50 The Boulevard, Strathfield
Post: As above.
Facsimile: N/A
Email: sdevine@devinere.com.au

- (b) If a Party gives another Party 3 Business Days notice of a change of its address, fax number or email address, any notice, consent, information, application, or request is only given or made by that other Party if it is delivered, posted, faxed or emailed to the latest address, fax number or email.
- (c) Any notice, consent, information, application or request is to be treated as given or made at the following time:
 - (i) if it is delivered, when it is left at the relevant address;
 - (ii) if it is sent by post, 2 Business Days after it is posted;
 - (iii) if it is sent by fax, as soon as the sender receives from the sender's fax machine a report of an error free transmission to the correct fax number;
 - (iv) if it is sent by email, 2 Business Days after it is emailed.
- (d) If any notice, consent, information, application or request is delivered, or an error free transmission report in relation to it is received, on a day that is not a Business

Day, after 5pm on that day in the place of the Party to whom it is sent, it is to be treated as having been given or made at the beginning of the next Business Day.

13. Enforcement

13.1 This Agreement may be otherwise enforced by either party in any court of competent jurisdiction.

13.2 For the avoidance of doubt, nothing in this Agreement prevents:

- (a) a party from bringing proceedings in the Land and Environment Court to enforce any aspect of this Agreement or any matter to which this Agreement relates; and
- (b) the Council from exercising any function under the Act or law relating to the enforcement of any aspect of this Agreement or any matter to which this Agreement relates.

13.3 The rights of the Council expressly provided for herein are cumulative and in addition to and not exclusive of the rights of the Council existing at law or which the Council would otherwise have available to it.

14. General

14.1 Entire agreement

This Agreement contains everything to which the Parties have agreed in relation to the matters it deals with. No Party can rely on an earlier document, anything said or done by another Party, agent or employee of the Party, before this Agreement was executed, except as permitted by Law.

14.2 Further acts

Each party must promptly sign and execute all documents and do all things that another Party from time to time reasonably requests to effect, perfect or complete this Agreement and all transactions incidental to it, including giving an approval or consent.

14.3 Governing Law and Jurisdiction

This Agreement is governed by the law of New South Wales. The Parties submit to the non-exclusive jurisdiction of its courts and courts of appeal from them. The Parties will not object to the exercise of jurisdiction by those courts on any basis.

14.4 Joint and individual liability and benefits

Except as otherwise set out in this Agreement, any agreement, covenant, representation or warranty under this Agreement by two or more persons binds them jointly and each of them individually, and any benefit in favour of two or more persons is for the benefit of them jointly and each of them individually.

14.5 No fetter

Nothing in this Agreement is to be construed as requiring a Council to do, or refrain from doing, anything that would cause it to be in breach of any of its obligations at Law, and

without limitation, nothing in this Agreement is to be construed as limiting or fettering in any way the exercise of any statutory discretion or duty.

14.6 Representations and warranties

The Parties represent and warrant that they have power to enter into this Agreement and comply with their obligations under this Agreement and that entry into this Agreement will not result in the breach of any Law.

14.7 Severability

- (a) If any part of this Agreement can be read in any way that makes it illegal, unenforceable or invalid, but can also be read in a way that makes it legal, enforceable and valid, it must be read in the latter way.
- (b) If any part of this Agreement is illegal, unenforceable or invalid, that part is to be treated as removed from this Agreement, but the rest of this Agreement is not affected.

14.8 Release and Discharge

- (a) To the extent the Developer has:
 - (i) satisfied all of its obligations under this Agreement; or
 - (ii) satisfied all of its obligations under this Agreement in respect of a part of the Land; or
 - (iii) the Agreement no longer applies as a consequence of any event referred to in clause 4(b) of this Agreement;

the Council will provide a release and discharge of this Agreement with respect to all or any part of the Land, as the case may be:

- (iv) if the Developer requests a partial release and discharge of this Agreement for the purpose of selling part of the Land as a developed Lot; or
 - (v) if the Developer requests a partial release and discharge of this Agreement in connection with the completion of a sale contract for a developed Lot; or
 - (vi) if the Developer requests a partial release and discharge of this Agreement to effect the transfer of part of Land to the Council or any other authority pursuant to this Agreement.
- (b) The Council will execute any form, and supply such other information, as is reasonably required to enable the removal of the Agreement from the title to the Land or part of the Land in accordance with this clause 14.8.

14.9 Modification, Review and Replacement

- (a) No modification of this Agreement will be of any force or effect unless it is in writing and signed by the Parties to this Agreement.

- (b) The Parties agree that this Agreement may be reviewed or modified in the circumstances using their best endeavours and acting in good faith, and in accordance with this clause 14.9.
- (c) Any review or modification will be conducted in the circumstances and in the matter determined by the Parties and in accordance with the provisions of the Act and Regulations. For clarity, no such review or replacement shall have any force or effect unless and until formal documents are signed by the Parties in accordance with this clause 14.9.

14.10 Waiver

The fact that a Party fails to do, or delays in doing, something the Party is required or entitled to do under this Agreement, does not amount to a waiver of any obligation by another Party.

14.11 Confidentiality

The Parties agree that the terms of this Agreement are not confidential and this Agreement may be treated as a public document and exhibited or reported without restriction by any Party.

14.12 Assignment and Novation

- (a) This Agreement may be assigned or novated by the Developer in accordance with any dealings the Developer may have with respect to its interests in the Land without requiring the Developer to obtain Council's Approval in respect of either the dealing or the assignment or the novation of this Agreement.
- (b) Council agrees to execute any deeds of assignment or novation or other documents necessary to assign, novate or otherwise transfer all of the Developer's rights and obligations under the Agreement to a successor as contemplated by the agreement.

14.13 Force Majeure

- (a) If a Party is unable by reason of force majeure to carry out wholly or in part its obligations under the Agreement, it must give to the other Party prompt notice of the force majeure with reasonably full particulars.
- (b) The obligations of the Parties so far as they are affected by the force majeure are then suspended during continuance of the force majeure and any further period as may be reasonable in the circumstances.
- (c) The Party giving such notice under this clause must use all reasonable effort and diligence to remove the force majeure or ameliorate its effects as quickly as practicable.
- (d) If the Parties are unable to agree on the existence of an event of force majeure or the period during which the obligations of the Parties are suspended during the continuance of the force majeure, that dispute must be referred for determination under the Agreement.

14.14 Legal and associated costs

- (a) The Developer will pay to the Council the Council's reasonable costs and disbursements of preparing, negotiating, executing, stamping and carrying into effect this Agreement and any document related to this Agreement within 7 days of a written demand by the Council for such payment.
- (b) The Developer will also pay the Council's reasonable costs of engaging qualified persons to verify any costing and/or valuation reports submitted in conjunction with this Agreement within 7 days of a written demand by the Council for such payment.
- (c) The Developer will also pay the Council the Council's reasonable Costs of enforcing this Agreement within 7 days of a written demand by the Council for such payment.

14.15 Counterparts

This Agreement may be executed in counterparts. All counterparts when taken together are to be taken to constitute one instrument.

14.16 Effect of Scheduled terms and conditions

The parties agree to comply with the terms and conditions contained in the Schedules as if those rights and obligations were expressly set out in full in the operative parts of this Agreement.

Execution Page

Dated:

Executed as an Agreement

Signed by Seiner Pty Ltd (ACN 605 893 392)
under section 127(1) of
the Corporations Act
2001

_____	_____
sign	sign
_____	_____
office (director)	office (director or secretary)
_____	_____
full name	full name

Signed for and behalf of
Burwood Council by its
attorney, **Bruce Gordon
MacDonnell** under
Power of Attorney
dated 29 November
2017 registered book
4736 number 451 who
has no notice of the
revocation of that
Power of Attorney ,
in the presence of

_____	_____
Witness	Signature of Attorney
_____	Bruce Gordon MacDonnell, Acting General Manager
full name	Name and Position

SCHEDULE 1 - PUBLIC BENEFITS

Overview

The Developer is to pay, dedicate or complete, as the case may be, the Public Benefits under this Agreement strictly in accordance with the table below.

	Public Benefit	Value	Due date for Payment, Dedication or Completion
1.	Monetary Contribution	\$248,850.00	Payment to Council before the issuing of any Construction Certificate in connection with the Development.
	Total:	\$248,850.00	

Calculation of Monetary Contribution and Public Benefits Generally

The Modification Application seeks approval for a revised GFA of 1,919.90 sqm, which is **165.9 sqm** above the allowable GFA under the Burwood LEP 2012. For the additional GFA of 165.9 sqm, the Developer has relied upon a rate of \$1,500 rate per square metre, equating to \$248,850.00 (165.9 sqm x \$1,500.00). This represents the Monetary Contribution.

Schedule 2 - Explanatory Note

Explanatory Note

Environmental Planning and Assessment Regulation 2000

(Clause 25E)

Planning Agreement

Under s93F of the Environmental Planning and Assessment Act 1979 (NSW)

1. Parties

Burwood Council. ABN 84 362 114 428. 1-17 Elsie Street, Burwood NSW (**Council**).

Seiner Pty Ltd. ACN 605 893 392. 50 The Boulevard, Strathfield NSW (**Developer**)

2. Description of Subject Land

The subject Land means the whole of the Land described in the certificate of title Lot 140 in DP 1211528, known as 26 Parnell Street, Strathfield.

The Developer is the registered proprietor of the subject land.

3. Description of Proposed Modification Application

The development is documented in:

- (a) Development Application No.DA/46/2016.
- (b) Modification Application in relation to Development Application No.DA/46/2016, approved on or about 4 April 2017.
- (c) Modification Application, the subject of this Agreement.

4. Summary of Objectives, Nature and Effect of the Draft Planning Agreement

4.1 Summary of Objectives

The objectives of the draft Planning Agreement are to:

- (a) make a Monetary Contribution to Council for the augmentation or improving of open space, community facilities, or other public facilities as determined by the Council, in its absolute discretion.

4.2 Nature and Effect of the Draft Planning Agreement

- (a) The draft Planning Agreement requires the Developer to provide a Monetary Contribution.

- (b) The obligations of the Developer, and the costs consequences for the Developer, are over and above those contributions imposed under section 94, section 94A and section 94EF of the Environmental Planning and Assessment Act 1979 (NSW) in connection with the proposed development.

5. **Assessment of the Merits of the Draft Planning Agreement**

5.1 The Planning Purposes Served by the Draft Planning Agreement

In accordance with section 93F(2) of the Environmental Planning and Assessment Act 1979 (NSW), the Planning Agreement promotes the following public purposes:

- (a) the provision of (or the recoupment of the cost of providing) public amenities or public services;
- (b) the provision of (or the recoupment of the cost of providing) transport or other infrastructure;
- (c) the funding of recurrent expenditure relating to the provision of public amenities or public services.

5.2 How the Draft Planning Agreement Promotes the Objects of the Environmental Planning and Assessment Act 1979 (NSW)

The draft Planning Agreement promotes the following objects of the Environmental Planning and Assessment Act 1979 (NSW):

- (a) the proper management, development and conservation of natural and artificial resources, including agricultural land, natural areas, forests, minerals, water, cities, towns and villages for the purpose of promoting the social and economic welfare of the community and a better environment;
- (b) the promotion and co-ordination of the orderly and economic use and development of land;

The draft Planning Agreement provides for a reasonable means of achieving those purposes.

6. **How the Draft Planning Agreement Promotes the Public Interest**

6.1 How the Draft Planning Agreement Promotes the Elements of the Council's Charter (now Principles)

The draft Planning Agreement promotes Council's Charter (now Principles) under section 8 of the Local Government Act 1993 (NSW) by:

- (a) the provision of monetary resources to assist Council in the provision of civil infrastructure, public domain upgrades and facilities for the augmentation, or improvement of open space, community facilities, and other public facilities for the Burwood Town Centre and ensures that those facilities are managed efficiently and effectively. Council is the custodian and trustee of public assets and has a responsibility to effectively plan for, account for, and manage the assets.
- (b)

6.2 Whether the draft Planning Agreement Conforms with the Council's Capital Works Program

The draft Planning Agreement conforms with Council's Capital Works Program to the extent that it will supplement the Program by providing works and infrastructure.

6.3 Whether the draft Planning Agreement specifies that certain requirements must be complied with before a construction certificate is issued

The draft Planning Agreement provides that the Monetary Contribution be made prior to the issue of any interim or final construction certificate in accordance with the Environmental Planning and Assessment Act 1979 (NSW) as the Monetary Contribution is payable upon the Council granting consent for the Modification Application.

7. The Impact of the Draft Planning Agreement on the Public or Any Section of the Public

The draft Planning Agreement impacts on the Public by promoting the Public's interest as outlined above.

8. Other Matters

None.

(ITEM 29/18) VOLUNTARY PLANNING AGREEMENT - 197-199 BURWOOD ROAD BURWOOD

File No: 18/12714

REPORT BY ACTING DIRECTOR PLANNING AND ENVIRONMENT

Applicant: Urban Link Pty Ltd
Owner: Afar Investments Pty Ltd
Company Directors: Joseph Shalala and Peter Shalala

Summary

A draft Voluntary Planning Agreement (VPA) and Explanatory Note (EN) in connection with Development Application (DA) BD.2017.053 for 197-199 Burwood Road, Burwood have now been publicly notified in accordance with the relevant legislation. The draft VPA will provide for the developer to pay a monetary contribution in exchange for additional development on the site. Council's endorsement is now sought to enter into the VPA after the granting of the consent of the DA.

Background

BD.2017.053 involves the construction of a part four and part five storey mixed-use development above the basement car parking on the land consisting of five commercial suites and 30 residential units.

The application proposes to enter into a VPA with Council for an additional 202 square metres of floor space, equating to 10% increase in the maximum permissible floor space allowed under the Burwood Local Environmental Plan 2012, pursuant to Council's *Policy on Carrying Out Bonus Development in the Public Interest*.

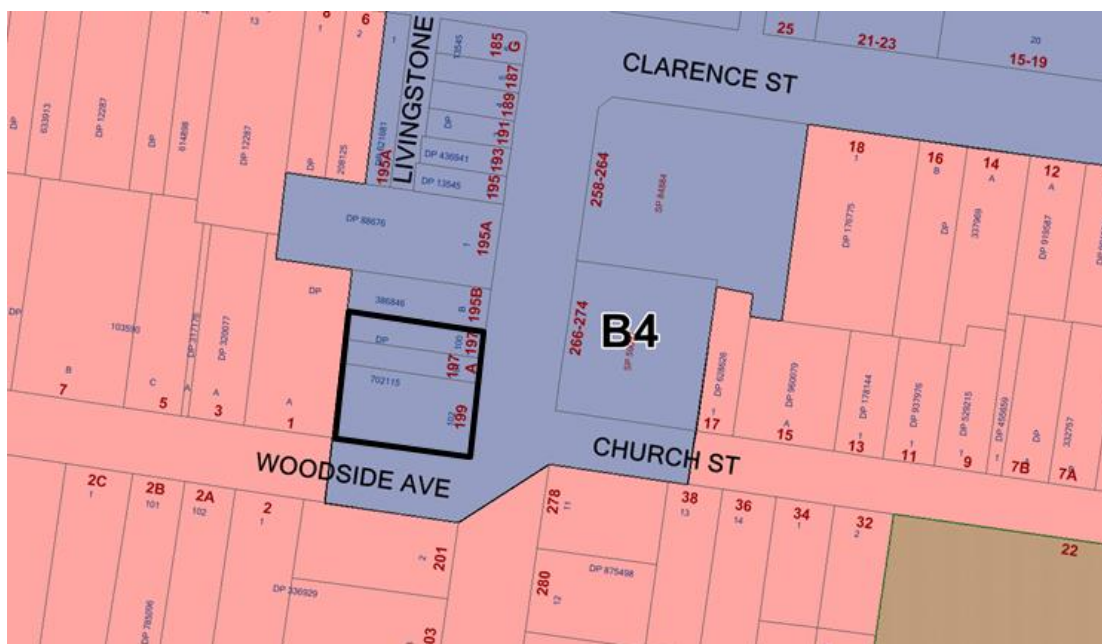


Figure 1- Site Location Map

The three lots are under the same ownership, having a combined land size of 1015 square metres. The DA is under assessment with Council's Building and Development section.

Draft VPA and EN

A draft VPA and EN has been prepared. The draft VPA will:

- Provide a monetary contribution to Council for the purposes of providing, augmenting or improving open space, community facilities or other public facilities as determined by Council in accordance with the *Burwood Open Space and Community Facilities Study* undertaken for Council.
- Provide the developer, in exchange for making the monetary contribution, additional Floor Space Ratio (FSR) over the development site, based on the *Burwood Town Centre Urban Design Study* undertaken for Council, which recommended a maximum 10% FSR increase.

The draft VPA and EN were referred to Council's solicitors for their advice and vetting. The documents have been modified in negotiation with the applicant in response to the legal advice. Further minor revision of the draft VPA may be necessary prior to execution, e.g. updating of the footer or the insertion of dates. Any changes will not alter the purpose or intention of the VPA.

Consultation

Following the modification and negotiation of the document contents, the draft VPA and EN were publicly notified for a period of 28 days from 13 March 2018 to 10 April 2018. The public notice was placed in the local newspaper and on Council's website. Hard copies were also made available to view at Council's Customer Service Centre. No submissions have been received in response to the public exhibition.

Planning or Policy Implications

Council has a *Planning Agreement Policy*. The Policy contains an acceptability test which stipulates the matters that Council should consider when determining whether or not to enter into a VPA.

Consideration of these matters against the draft VPA is outlined below:

1. The VPA is directed towards a proper legitimate planning purpose. The VPA provides funds to Council to be used to provide the augmentation or improvement of open space, community facilities or other public facilities, consistent with the *Burwood Open Space and Community Facilities Study*.
2. The VPA would result in a public benefit. The contribution to Council would be used towards public facilities.
3. The VPA provides a reasonable means of achieving the relevant purpose. The *Burwood Open Space and Community Facilities Study* recommended a monetary contribution rate for additional development.
4. The VPA would be taken into consideration in the assessment of the DA. The DA must stand on its own merits from a design, planning and amenity perspective, which has been the subject of a separate and independent planning assessment. If the VPA is not entered into, approval of the DA could not be granted.
5. The VPA would produce outcomes that meet the general values and expectations of the community, and protect the overall public interest. The provision, augmentation and improvement of public facilities by Council are an expectation of the community. The VPA provides Council with the financial resources to assist in the delivery.
6. The VPA promotes Council's strategic objectives as outlined in Clause 2.1 of Council's *Planning Agreements Policy*, particularly:
 - Objective 'a' – to provide an enhanced and more flexible development contributions system for Council. The VPA encourages flexibility by enabling a monetary contribution

towards public facilities, to the mutual benefit of the developer and the community.

- Objective 'b' – to supplement or replace, as appropriate, the application of s94 and s94A of the Act for development. The VPA supplements Council's Section 94A Plan because the VPA contribution is on top of established Section 94A contributions.
 - Objective 'e' – to lever planning benefits from development wherever possible. The VPA would facilitate the provision of public facilities, which represent a public benefit.
7. The VPA conforms to the fundamental principles governing the Council's use of planning agreements as set out in Clause 2.2 of the *Planning Agreements Policy*, particularly:
- Principle 'a' – planning decisions may not be bought or sold through planning agreements. Council is not obliged to support the DA and instead, each application must be considered on the individual merit.
 - Principle 'd' – Council will not use planning agreements for any purpose other than a proper planning purpose. The manner in which the VPA is proposed to be used is in accordance with Council's studies.
8. There are not considered to be any circumstances that may preclude the Council from entering into the VPA should it determine to do so.

Financial Implications

The VPA would provide for a monetary contribution of \$303,300 (depending on the final determination of the DA) based on the \$1,500 square metres additional GFA rate to Council for the provision of the augmentation or improvement of open space, community facilities, or other public facilities. Council would be obliged under legislation to allocate the contribution and any return on its investment to the provision of, or the recoupment of, the cost of providing public facilities. The provision of public facilities by Council would not coincide with the completion of the subject development, and would be undertaken at a time determined by Council at its discretion.

Conclusion

The VPA will help secure a monetary contribution of \$303,300 for the provision of public facilities. It is recommended that the necessary arrangements be made for the execution of the VPA by Council authorising the signing of the agreement, after the granting of the DA but prior to the issue of the Construction Certificate, which would include a condition on the consent requiring that the VPA be entered into.

Recommendation(s)

1. That Council enter into the VPA for 197-199 Burwood Road, Burwood for the provision of a monetary contribution of \$303,300 towards public facilities after the granting of the consent for DA which would include a condition on the consent requiring that the VPA be entered into.
2. That Council authorise the General Manager to sign the VPA and any related documentation under his Power of Attorney.
3. That Council authorise the General Manager to endorse the minor revisions of the VPA documents prior to execution.
4. That the Developer pay the monetary contribution (dollar value dependent on the final determination of the DA) to Council, on or before, the execution of the VPA.

Attachments

- 1 [↓](#) Voluntary Planning Agreement and Explanatory Note

Planning Agreement

Burwood Council (Council)

Afar Investments Pty Ltd | ACN 003664579 (Developer)

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Details

Date

Parties

Name	Burwood Council	
Description	Council	
Notice Details	Address	Suite 1, Level 2, 1-17 Elsie Street Burwood NSW

Name	Afar Investments Pty Ltd	
ACN	003664579	
Description	Developer	
Notice Details	Address	Suite 4, 132-134 Burwood Rd Burwood 2134

Background

- A. The Developer is the registered proprietor of the Land.
- B. On or about 20 April 2017, the Developer made a Development Application to the Council for Development Consent to demolish existing structures and carry out the construction of a part four storey and part five storey mixed use development above basement parking on the Land.
- C. The Developer has prepared and submitted an offer by the Developer to make a Development Contribution towards Public Facilities if Development Consent is granted to the Development, subject to the terms of this Agreement.
- D. As contemplated by section 93F of the Act, the parties wish to enter into an Agreement to give effect to the proposal made by the Developer

Operative Provisions

1. Definitions and interpretation

1.1 Definitions

In this Agreement the following definitions apply:

Act means the *Environmental Planning and Assessment Act 1979* (NSW).

Approval means any approvals, consents, section 96 modifications, Part 4A certificates or approvals under the Act, certificates, construction certificates, occupation certificates, complying development certificates, permits, endorsements, licences, conditions or requirements (and any variation to them) which may be required by this Agreement or the Development Consent.

Authority means any government, local government, statutory, public, ministerial, administrative, fiscal or other authority or body, and includes the Sydney Planning Panel or such other consent authority as may be lawfully appointed and authorised to grant an Approval, including an accredited certifier defined under the Act.

Business Day means any day except Saturday or Sunday or a day which is a public holiday in Sydney.

Construction Certificate means a certificate issued under Part 4A of the *Environmental Planning and Assessment Act 1979* (NSW) approving building work to be carried out on the Land for the whole or part of the work for the Development granted Development Consent.

Dealing means, without limitation, selling, transferring, assigning, mortgaging, charging, encumbering or otherwise dealing with the Land.

Development means the development of the Land in accordance with the Development Application 17/5321 for the construction of a part four and part five storey mixed-use development above basement car parking on the Land.

Development Application has the same meaning as in the Act.

Development Consent has the same meaning as in the Act.

Development Contribution means a monetary contribution, the dedication of land free of cost or the provision of a material public benefit identified in this Agreement.

Explanatory Note means the note set out in Schedule 1 of this Agreement

FSR means the floor space ratio as defined in the Burwood Local Environmental Plan 2012.

GST has the same meaning as in the GST Law.

GST Law has the meaning given to that term in *A New Tax System (Goods and Services Tax) Act 1999* (Cth) and any other Act or regulation relating to the imposition or administration of the GST.

Land means the three lots described in the following table:

Property address	Legal description
197 Burwood Road	Lot 100 DP702115
197A Burwood Road	Lot 101 DP702115
199 Burwood Road	Lot 102 DP702115

Monetary Contribution means the sum of \$303,300.00 (three hundred and three thousand three hundred dollars) plus GST.

Party means a party to this Agreement, including their successors and assigns.

Public Benefit means the Monetary Contribution.

Public Facilities means the augmentation or improving of public open space, community facilities, or other public facilities as determined by the Council.

Regulation means the *Environmental Planning and Assessment Regulation 2000* (NSW).

1.2 Interpretation

In the interpretation of this Agreement, the following provisions apply unless the context otherwise requires:

- (a) Headings are inserted for convenience only and do not affect the interpretation of this Agreement.
- (b) A reference in this Agreement to a business day means a day other than a Saturday or Sunday on which banks are open for business generally in Sydney.
- (c) If the day on which any act, matter or thing is to be done under this Agreement is not a business day, the act, matter or thing must be done on the next business day.
- (d) A reference in this Agreement to dollars or \$ means Australian dollars and all amounts payable under this Agreement are payable in Australian dollars.
- (e) A reference in this Agreement to any law, legislation or legislative provision includes any statutory modification, amendment or re-enactment, and any subordinate legislation or regulations issued under that legislation or legislative provision.
- (f) A reference in this Agreement to any agreement, deed or document is to that agreement, deed or document as amended, novated, supplemented or replaced.
- (g) A reference to a clause, part, schedule or attachment is a reference to a clause, part, schedule or attachment of or to this Agreement.
- (h) An expression importing a natural person includes any company, trust, partnership, joint venture, association, body corporate or governmental agency.
- (i) Where a word or phrase is given a defined meaning, another part of speech or other grammatical form in respect of that word or phrase has a corresponding meaning.
- (j) A word which denotes the singular denotes the plural, a word which denotes the plural denotes the singular, and a reference to any gender denotes the other genders.
- (k) References to the word 'include' or 'including' are to be construed without limitation.
- (l) A reference to this Agreement includes the agreement recorded in this Agreement.

- (m) A reference to a party to this Agreement includes a reference to the servants, agents and contractors of the party, and the party's successors and assigns.
- (n) Any schedules and attachments form part of this Agreement.

2. Planning agreement under the Act

The Parties agree that this Agreement is a planning agreement governed by Subdivision 2 of Division 6 of Part 4 of the Act.

3. Application of this Agreement

This Agreement applies to the Land and the Development.

4. Operation of this Agreement

The Parties agree that this Agreement:

- (a) is effective and binding on the Parties upon execution by both Parties of this Agreement;
- (b) will operate from the date of the grant of Development Consent for the Development;
- (c) will remain in force and effect until the earlier of:
 - (i) termination by operation of the Law;
 - (ii) satisfaction of all the obligations under this Agreement; or
 - (iii) termination in accordance with the terms of this Agreement.

5. Application of section 94 and section 94A of the Act to the Development

- (a) This Agreement does not exclude the application of:
 - (i) section 94 or section 94A of the Act;
 - (ii) any Affordable Housing Levy;
 - (iii) any other monetary contributions;in connection with the Development Application for the Development.
- (b) Benefits under this Agreement are not to be taken into account in determining a development contribution under section 94 or section 94A.

6. Development Contributions to be made under this Agreement

- (a) Subject to clause (c) the Developer must pay to the Council the Monetary Contribution prior to the issue of any Construction Certificate for the Development.
- (b) The payment of the Monetary Contribution will be by way of delivery of a bank cheque to the Council which must be:
 - (i) made payable to the Council; and
 - (ii) in a form acceptable to the Council.

- (c) If the Developer determines not to take up the Development Consent for the Development, the Developer must provide written notice to the Council of the Developer's:
 - (i) intention to not take up the Development Consent; and
 - (ii) surrender of the Development Consent for the Development in accordance with section 104A of the Act.

7. Application of the Development Contributions

7.1 Use of Contribution by Council

The Monetary Contribution paid by the Developer under this Agreement will be used by the Council to develop Public Facilities.

7.2 Public Facilities

The Public Facilities will:

- (a) not be provided to coincide with the conduct or completion of the Development;
- (b) be constructed at a time determined by the Council at its absolute discretion;
- (c) be available for use by the general public and will not be restricted for use by patrons of the Development.

8. Registration on Title

8.1 Land ownership / Mortgagees consent

The Developer represents and warrants that:

- (a) it is the registered proprietor of the Land; and
- (b) it has obtained the consent of all persons that have an interest in the Land prior to executing this Agreement.

8.2 Registration of Agreement

- (a) The Developer agrees it will procure the registration of this Agreement under the *Real Property Act 1900* (NSW) in the relevant folios of the register for the Land in accordance with section 93H of the Act.
- (b) The Developer at its own expense will, prior to the execution of this Agreement, take all practical steps and otherwise do anything that Council reasonably requires, to procure:
 - (i) the consent of each person who:
 - (A) has an estate or interest in the Land registered in the Land; and
 - (B) is seized or possessed of an estate or interest in the Land; and
 - (ii) an acceptance of the terms of this agreement and an acknowledgement in writing from any existing mortgagee in relation to the Land that the mortgagee will adhere to the provisions of this agreement if it takes possession of the Land as mortgagee in possession; and

- (iii) the execution of any documents; and
 - (iv) the production of the relevant duplicate certificates of title;
- to enable the registration of this Agreement in accordance with clause 9.2. and
- (c) The Developer, at its own expense, will take all practical steps, and otherwise do anything that the Council reasonably requires:
 - (i) to procure the lodgement of this Agreement with the Registrar-General as soon as reasonably practicable after the Agreement is entered into by the Parties but in any event, no later than 20 Business Days after that date; and
 - (ii) to procure the registration of this Agreement by the Registrar-General either in the relevant folios of the Register for the Land; or in the General Register of Deed if this Agreement relates to land not under the Real Property Act 1900 (NSW) as soon as reasonably practicable after the Agreement is lodged for registration but, in any event, no later than 20 Business Days after the date on which the Land Owner lodges this Agreement with the Registrar-General.

8.3 Removal from Register

The Council will provide a release and discharge of this agreement so that it may be removed from the folios of the Register for the Land (or any part of it):

- (a) provided the Council is satisfied the Developer has duly fulfilled its obligations under this Agreement, and is not otherwise in default of any of the obligations under this Agreement; or
- (b) in the event any Development Consent granted or determination of the Development Application lapses.

8.4 Release and discharge of Agreement

The Council agrees to do all things reasonably required by the Developer to release and discharge this Agreement with respect to any part of the Land upon the Developer satisfying all of the Development Contribution obligations of this Agreement in respect of that part of the Land.

8.5 Registration of Caveat by Council

- (a) Until such time as registration of this Agreement on the Certificates of Title to the Land, the Developer agrees that Council may lodge any caveat reasonably necessary to prevent any dealing with the Land or any part of it in a manner which is inconsistent with this Agreement.
- (b) If Council lodges a caveat in accordance with this clause, then the Council will do all things reasonably required to ensure that the caveat does not prevent or delay either the registration of this Agreement or any related Dealing with the Land. The Council will promptly, following registration of this Agreement, do all things reasonably required to remove the caveat from the title to the Land.

9. Assignment and Dealings**9.1 Application of Clause**

Clause 9.2 and 9.3 of this Agreement do not apply in relation to any sale, transfer, assignment or disposal of the Land if:

- (a) the Agreement is registered against the title to the Land in accordance with clause 9, at the time of the sale, transfer, assignment or disposal; or
- (b) the Council has provided a release and discharge under clause 9.4, and in those circumstances the Developer must notify Council of any transfer, sale, assignment or disposal of any part of its rights, title or interest in the Land or in the Development within 10 Business Days of that transfer, assignment or disposal taking effect.

9.2 Assignment

- (c) A party must not assign or deal with any right under this agreement without the prior written consent of the other parties.
- (d) Any change of ownership or control (as defined in section 50AA of the *Commonwealth Corporations Act 2001*) of a party (excluding the Council) shall be deemed to be an assignment of this agreement for the purposes of this clause.
- (e) Any purported Dealing in breach of this clause is of no effect.

9.3 Transfer of Land

- (f) The Developer may not transfer, assign or dispose of the whole or any part of their rights, title or interest in the Land (present or future) or in the Development to another person (**Transferee**) unless before it sells, transfers or disposes of that right, title or interest:
 - (i) The Developer satisfies the Council that the proposed Transferee is financially capable of complying with their obligations under this agreement;
 - (ii) The Developer satisfies the Council that the rights of the Council will not be diminished or fettered in any way;
 - (iii) The Transferee delivers to the Council a novation deed signed by the Transferee in a form and of such substance as is acceptable to the Council containing provisions under which the Transferee agrees to comply with all the outstanding obligations of the Developer under this agreement;
 - (iv) Any default under any provisions of this agreement has been remedied or waived by the Council, on such conditions as the Council may determine, and
 - (v) The Developer and the Transferee pay the Council's reasonable costs in relation to the assignment.

10. Acknowledgements**10.1 Planning Certificates**

The Developer acknowledges that the Council may include a notation on Planning Certificates under section 149(5) of the Act in relation to this Agreement.

10.2 Consent Authority

The Parties acknowledge that the Council is a consent authority with statutory rights and obligations pursuant to the terms of the Act and other legislation.

11. Dispute Resolution**11.1 Not commence**

A party must not commence any court proceedings relating to a dispute unless it complies with this clause.

11.2 Written notice of dispute

A party claiming that a dispute has arisen under or in relation to this Agreement must give written notice to the other party specifying the nature of the dispute (**Dispute Notice**).

11.3 Attempt to resolve

On receipt of a Dispute Notice, the parties must endeavour in good faith to resolve the dispute expeditiously using informal dispute resolution techniques such as mediation, expert evaluation or other techniques agreed by them.

11.4 Mediation

If the parties do not agree within 7 days of receipt of a Dispute Notice (or any further period agreed in writing by them) as to:

- (a) the dispute resolution technique and procedures to be adopted;
- (b) the timetable for all steps in those procedures; or
- (c) the selection and compensation of the independent person required for such technique,

the parties may mediate the dispute in accordance with the Mediation Rules of the Law Society of NSW. The parties must request the president of the Law Society of NSW or the president's nominee to select the mediator and determine the mediator's remuneration.

11.5 Court proceedings

If the dispute is not resolved within 42 days after a Dispute Notice is received then any party which has complied with the provisions of this clause may in writing terminate any dispute resolution process undertaken under this clause and may then commence court proceedings in relation to the dispute.

11.6 Not use information

The parties acknowledge the purpose of any exchange of information or documents or the making of any offer of settlement under this clause is to attempt to settle the dispute. No party may use any information or documents obtained through any dispute resolution process undertaken under this clause for any purpose other than in an attempt to settle the dispute.

11.7 No prejudice

This clause does not prejudice the right of a party to institute court proceedings for urgent injunctive or declaratory relief in relation to any matter arising out of or relating to this Agreement.

12. Enforcement

12.1 Enforcement in Court

- (a) This Agreement may be otherwise enforced by either party in any court of competent jurisdiction.
- (b) For the avoidance of doubt, nothing in this Agreement prevents:
 - (i) a party from bringing proceedings in the Land and Environment Court to enforce any aspect of this Agreement or any matter to which this Agreement relates; and
 - (ii) the Council from exercising any function under the Act or law relating to the enforcement of any aspect of this Agreement or any matter to which this Agreement relates.

13. Notices

13.1 Written Notice

Any notice, consent, information, application or request that must or may be given or made to a Party under this Agreement is only given or made if it is in writing and sent in one of the following ways:

- (a) Delivered or posted to that Party at its address set out below.
- (b) Faxed to that Party at its fax number set out below.
- (c) Emailed to that Party at its email address set out below.

Council

Attention: The General Manager
Address: Suite 1, Level 2, 1-17 Elsie Street Burwood 2134
Post: PO Box 240, Burwood NSW 1805
Fax Number: (02) 9911 9900
Email: council@burwood.nsw.gov.au

Developer

Attention: Peter Shalala
Address: Suite 4, 132-134 Burwood Road Burwood 2134 NSW
Post: Suite 4, 132-134 Burwood Road Burwood 2134 NSW
Fax Number: (02) 9744 6796
Email: peter@insport.com.au

13.2 Change of Address

If a Party gives the other Party three (3) business days' notice of a change of its address or fax number, any notice, consent, information, application or request is only given or made by that other Party if it is delivered, posted or faxed to the latest address or fax number.

13.3 Time for Service of Notice

Any notice, consent, information, application or request is to be treated as given or made at the following time if it is:

- (a) delivered, when it is left at the relevant address;
- (b) sent by post, two (2) business days after it is posted;
- (c) sent by fax, as soon as the sender receives from the sender's fax machine a report of an error free transmission to the correct fax number.

13.4 Service after hours, on Weekends and Holidays

If any notice, consent, information, application or request is delivered, or an error free transmission report in relation to it is received, on a day that is not a business day, or if on a business day, after 5pm on that day in the place of the Party to whom it is sent, it is to be treated as having been given or made at the beginning of the next business day.

14. Approvals and consent

Except as otherwise set out in this Agreement, and subject to any statutory obligations, a Party may give or withhold an approval or consent to be given under this Agreement in that Party's absolute discretion and subject to any conditions determined by the Party. A Party is not obliged to give its reasons for giving or withholding consent or for giving consent subject to conditions.

15. Assignment and Dealings

The Developer agrees that this Agreement shall be binding upon the Proprietor and the Developer and upon their respective transferees, assignees or successors.

16. Costs

- (a) The Developer agrees to pay its own costs directly related and incidental to negotiation, preparing, executing, stamping and registering the Agreement, including any costs of lodging / removing caveats on the title to the Land.
- (b) The Developer agrees to reimburse the Council for reasonable costs incurred in relation to the negotiation and preparation of the Agreement. The Developer agrees to reimburse these costs prior to the Agreement being reported to the elected Council.

17. Entire agreement

- (a) This Agreement constitutes the entire agreement between the Parties regarding the matters set out in it and supersedes any prior representations, understandings or arrangements made between the Parties, whether orally or in writing.
- (b) No Party can rely on an earlier document, or anything said or done by another Party, or by a director, officer, agent or employee of that Party, before this Agreement was executed, except as permitted by law.

18. Further acts

Each Party must promptly execute all documents and do all things that another Party from time to time reasonably requests to affect, perfect or complete this Agreement and all transactions incidental to it.

19. Governing law and jurisdiction

This Agreement is governed by the law of New South Wales. The Parties submit to the non-exclusive jurisdiction of its courts and courts of appeal from them. The Parties will not object to the exercise of jurisdiction by those courts on any basis.

20. Joint and individual liability and benefits

Except as otherwise set out in this Agreement, any agreement, covenant, representation or warranty under this Agreement by two (2) or more persons binds them jointly and each of them individually, and any benefit in favour of two (2) or more persons is for the benefit of them jointly and each of them individually.

21. No fetter

Nothing in this Agreement shall be construed as requiring Council to do anything that would cause it to be in breach of any of its obligations at law, and without limitation, nothing shall be construed as limiting or fettering in any way the exercise of any statutory discretion or duty.

22. Representations and warranties

The Parties represent and warrant that they have power to enter into this Agreement and comply with their obligations under the Agreement and that entry into this Agreement will not result in the breach of any law.

23. Severability

If a clause or part of a clause of this Agreement can be read in a way that makes it illegal, unenforceable or invalid, but can also be read in a way that makes it legal, enforceable and valid, it must be read in the latter way. If any clause or part of a clause is illegal, unenforceable or invalid, that clause or part is to be treated as removed from this Agreement, but the rest of this Agreement is not affected.

24. Modification

No modification of this Agreement will be of any force or effect unless it is in writing and signed by the Parties to this Agreement.

25. Waiver

The fact that a Party fails to do, or delays in doing, something the Party is entitled to do under this Agreement, does not amount to a waiver of any obligation of, or breach of obligation by, another Party. A waiver by a Party is only effective if it is in writing. A written waiver by a Party is only effective in relation to the particular obligation or breach in respect of which it is given. It is not to be taken as an implied waiver of any other obligation or breach or as an implied waiver of that obligation or breach in relation to any other occasion.

26. Explanatory Note

The explanatory note put on exhibition with this Agreement is not to be used in construing the terms of this Agreement.

27. GST**27.1 Words**

All words in this clause which are also defined in the *A New Tax System (Goods and Services Tax) Act 1999* (Cth) ("the GST Act") have a corresponding meaning to that in the GST Act.

27.2 Supply

- (a) The consideration for any supply under this Agreement excludes GST.
- (b) Where a party to this Agreement is taken to have made a supply to another party, the recipient of that supply must, in addition to the consideration payable for the supply and when paying the consideration for the supply, also pay to the maker of the supply an amount equal to the GST payable in respect of that supply. The recipient of a supply must also pay the GST payable in respect of a supply for which no monetary consideration is payable when the maker of the supply demands payment.
- (c) The maker of a supply must give the recipient a tax invoice in the form required by the GST Act at the same time it receives payment from the recipient of the GST payable for that supply.
- (d) Despite any other provision of this Agreement, any amount payable under this Agreement, which is calculated by reference to an amount paid or incurred by a party to this Agreement, is reduced by the amount of any input tax credit to which that party or a member of its GST Group is entitled in respect of that amount.

28. Confidentiality

The terms of this Agreement are not confidential and this Agreement may be treated as a public document and exhibited or reported without restriction by any party.

29. Release from Agreement

Once the Council is satisfied that the Developer has fully complied with all of its obligations under this Agreement, the Council agrees to provide a full release and discharge of this Agreement with respect of the whole of the Land. In such circumstances the Council will do all things reasonably necessary, including the execution of any documents to enable the Developer to remove any caveat and the notation of this Agreement on the title to the Land.

Signing page

EXECUTED AS AN AGREEMENT

Signed for and on behalf of **Burwood Council** by its attorney, **Bruce Gordon MacDonnell**, under Power of Attorney dated 29 November 2017 registered book 4736 number 451, in the presence of:)
)
)
)
)

Signature of Witness

Signature of Attorney

(Print) Name of Witness

Bruce Gordon MacDonnell

(Print) Full Name of Attorney

Level 2, 1 – 17 Elsie Street, Burwood, New South Wales, 2134

(Print) Address

By executing this document, the attorney certifies that he has not received notification of revocation of the power of attorney.

On behalf of Afar Investments Pty Ltd

ACN 003664579 executed this agreement pursuant to section 127 of the Corporations Act by:)
)
)
)

Signature of Director/Secretary

Signature of Director

Print Full Name of Director/Secretary

Print Name of Director

Date _____

Schedule 1

Explanatory Note

Environmental Planning and Assessment Regulation 2000 (NSW)

(Clause 25E)

Agreement

Under s93F of the Environmental Planning and Assessment Act 1979 (NSW)

1. Parties

Burwood Council (**Council**)

Address: Suite 1 Level 2, 1-17 Elsie Street Burwood NSW 2134.

and

Afar Investments Pty Ltd (**Developer**)

ACN 003664579.

Address: Suite 4, 132-134 Burwood Road Burwood 2134 NSW.

2. Description of the Land to which the Agreement Applies

The land to which this VPA relates is as per the following tabulation:

Property address	Legal description
197 Burwood Road	Lot 100 DP702115
197A Burwood Road	Lot 101 DP702115
199 Burwood Road	Lot 102 DP702115

(the Land)

The Developer is the registered proprietor of the Land.

3. Description of Proposed Development

The construction of a part four and part five storey mixed-use development above basement car parking on the Land.

4. Summary of Objectives, Nature and Effect of the Agreement

4.1 Summary of Objectives

The objective of the Agreement is for the Developer to make a development contribution to the Council upon the grant of Development Consent for the Development.

The Agreement is a planning Agreement under s93F of the *Environmental Planning and Assessment Act 1979 (Act)*. The Agreement is a voluntary Agreement under which Development Contributions (as defined in clause 1.1 of the Agreement) are made by the Developer for various public purposes (as defined in s93F(2) of the Act).

4.2 Effect of the Agreement

The Agreement:

- (a) relates to the carrying out of the Development on the Land;
- (b) does not exclude the application of s94 & s94A of the Act to the Development;
- (c) does not exclude the application of s94EF of the Act to the Development;
- (d) requires the Developer to make a monetary contribution as a Development Contribution for a material public benefit.

5. Assessment of the Merits of the Agreement**5.1 The Planning Purposes Served by the Agreement**

The Agreement serves the following planning purposes:

- (a) contributing to the Council's public works program to provide for better public facilities within the Council's local government area;
- (b) contributing to improved landscaping in the public domain.

5.2 How the Agreement Promotes the Objects of the Environmental Planning and Assessment Act 1979 (NSW)

The Agreement promotes the following objects of the Act:

- (a) the proper management, development and conservation of natural and artificial resources, including agricultural land, natural areas, forests, minerals, water, cities, towns and villages for the purpose of promoting the social and economic welfare of the community and a better environment,
- (b) the promotion and co-ordination of the orderly and economic use and development of land; and
- (c) the provision and co-ordination of community services and facilities.

The Agreement provides for a reasonable means of achieving those purposes as set out in section 5.1 above.

6. How the Agreement Promotes the Public Interest**6.1 How Agreement Promotes the objects of the *Local Government Act 1993***

The Council is the planning authority that would be a party to the Agreement. The Council is a public authority constituted under the *Local Government Act 1993*.

The Agreement promotes the following objects of this Act:

- (a) Section 7(a):
to provide the legal framework for an effective, efficient, environmentally responsible and open system of local government in New South Wales ...
- (b) Section 7(d):
to facilitate engagement with the Local Community by Council

The Agreement promotes the above purposes of the Act in the same way that is set out in section 5.1 above.

6.2 How Agreement Promotes the Elements of the Council's Charter (now Principles)

The Agreement promotes Council's Charter (now Principles) under section 8 of the *Local Government Act 1993* (NSW) by:

- (a) to provide directly or on behalf of other levels of government, after due consultation, adequate, equitable and appropriate services and facilities for the community and to ensure that those services and facilities are managed efficiently and effectively; and
- (b) to bear in mind that it is the custodian and trustee of public assets and to effectively plan for, account for and manage the assets for which it is responsible.

It does this through the means set out in section 5.1 above.

6.3 Whether the Agreement Conforms with the Council's Capital Works Program

The Agreement conforms with Council's Capital Works Program to the extent that it will supplement the Program by providing a monetary contribution and s94 Development Contributions to provide public facilities.

6.4 Whether the Agreement specifies that certain requirements must be complied with before a construction certificate, occupation certificate or subdivision certificate is issued

The Agreement contains requirements that must be complied with prior to the issue of the first Construction Certificate for the Development.

The Agreement provides that the Monetary Contribution be paid prior to the issue of any Construction Certificate.

7. The Impact of the Agreement on the Public or Any Section of the Public

The Agreement has a positive impact on the public, and in particular, the residents of the local community. This is because the Agreement provides an opportunity to improve the range and quality of services available to the local community and contributes to an improved public domain.

8. Other Matters

None.

(ITEM 30/18) ADOPTION - REVISED COUNCILLORS' EXPENSES AND FACILITIES POLICY

File No: 17/58947

REPORT BY DEPUTY GENERAL MANAGER CORPORATE, GOVERNANCE & COMMUNITY

Summary

Section 252 (1) of the *Local Government Act 1993* (the Act) requires that the Council must, within the first 12 months of each term of Council, adopt a policy concerning the payment of expenses incurred and facilities provided to the Mayor and Councillors. The Councillors' Expenses and Facilities Policy has been reviewed and is submitted to Council for adoption.

Background

The Policy has been revised to ensure compliance with the Act, *Local Government (Regulations) 2005*, relevant Office of Local Government (the Office) Guidelines, Circulars, Model Code of Conduct for Local Councils and ICAC publications. All documents which have been considered during the development of the Policy can be found on page three under "Other Council/Government Policy Provisions".

The Policy must ensure that Councillors are provided with the equipment, consumables and services they require to effectively undertake their role as a Councillor and the Act outlines provisions that allow Councillors to be provided with certain facilities and to claim expenses up to certain limits.

These provisions and limits are set at a level to encourage members of the community to seek election (and re-election) to Council by ensuring that they would not be financially or otherwise disadvantaged in undertaking the civic duties of a Councillor.

The manner in which these facilities can be provided and expense claims made must be stipulated in a Councillors' Expenses and Facilities Policy. The details and range of benefits provided to Councillors by the Council must be clearly stated and be fully transparent and acceptable to the local community.

Proposal

The current policy was adopted on 28 September 2015 and has been reviewed in line with the requirements of Section 252 (1) of the Act. The following amendments have been made:

1. **Local Government and Council Publications** – has been amended to include the introduction of the Councillor Portal and the deletion of the provision of the "Bluett's Local Government Handbook".
2. **Giving a Gift or Benefit** – an additional provision and criteria has been included for the giving of wreaths, flowers or the equivalent for the purpose of a tribute to person(s). The criteria in the Policy will ensure consistency, remove the potential for discretion or arbitrary decision making and will give all Councillors some clear guidance that will dispel any negative perceptions and increase accountability.

All amendments are outlined in the Policy in red text.

The Revised – Councillors' Expenses and Facilities Policy 2017-2018 is now submitted to Council for adoption.

Consultation

The Policy has been endorsed by the General Manager and Council's Policy, Corporate Practice and Procedures Panel.

In accordance with Section 253 (3) of the Act, Council need not give public notice of the proposed amendment the Policy as the proposed amendment is not substantial. Therefore, there is no requirement under the Act to place the Policy on public exhibition.

Once adopted, the Policy will be published on Council's website for members of the public and also published on the Councillor Portal.

Planning or Policy Implications

Once, adopted the Revised Policy will supersede the current policy.

Financial Implications

No financial implications.

Conclusion

The Revised Policy complies with Section 252 of the *Local Government Act 1993* and is in accordance with Clause 403 of the *Local Government (General) Regulation 2005*. It also takes into account any directives from the Office issued. The Revised Policy is now submitted for the Council for adoption.

Recommendation(s)

That Council adopt the Revised – Councillors' Expenses and Facilities Policy 2017-2018 in accordance with Section 252 (1) of the *Local Government Act 1993*.

Attachments

1 [↓](#) Revised - Councillors' Expenses and Facilities Policy 2017-2018



Burwood Council

heritage ▪ progress ▪ pride

REVISED - COUNCILLORS' EXPENSES AND FACILITIES POLICY 2017-2018

(Section 248 to 254 of the *Local Government Act 1993*)

PO Box 240, BURWOOD NSW 1805
Suite 1, Level 2, 1-17 Elsie Street, BURWOOD NSW 2134
Phone: 9911-9911 Fax: 9911-9900
Email: council@burwood.nsw.gov.au
Website: www.burwood.nsw.gov.au

Public Document
Adopted by Council:
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(Section 248 to 254 of the *Local Government Act 1993*) i

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Part 1 - Introduction

Purpose

To ensure that Councillor expenditure is acceptable and meets the expectations of the local community and that the reimbursement is accountable and transparent. Specifically, the policy provides the framework to ensure that:

- the fees paid, civic expenses reimbursed and facilities provided to the Mayor, Deputy Mayor and Councillors are appropriate to the importance of their civic duties and are consistently applied
- Councillors are adequately reimbursed for expenses incurred in the performance of their civic duties, including expenses incurred in becoming adequately informed on subjects relevant to their civic duties
- equipment and resources are compatible with and of the same standard throughout Council
- facilities supplied to Councillors are used for the functions of their civic responsibilities
- the details and range of expenses paid and facilities provided to Councillors by the Council are clearly and specifically stated and are fully transparent and acceptable to the local community

Scope

Applies to Councillors and any appointed administrators of Council.

Definitions

For the purpose of this policy the term “**Councillors**” includes the **Mayor** and **Deputy Mayor** unless otherwise stated.

The Act - *Local Government Act 1993*.

Annual Fees – remuneration paid to Councillors for civic office.

Council Approved Functions - are those where the Councillor receives an official invitation addressed specifically to the Councillor in his/her capacity as an elected representative of Burwood Council and is relevant to the Burwood Local Government Area.

Expenses - payments made by the Council to reimburse Councillors for reasonable costs or charges incurred or to be incurred for discharging their civic functions that are eligible for reimbursement in accordance with this policy. Expenses are separate and additional to annual fees.

Facilities - equipment and services that are provided by Council to Councillors to enable them to perform their civic functions with relative ease and at a standard appropriate to their professional role as Councillors.

Regulation – *Local Government (General) Regulation 2005*.

Accompanying Person – a Councillor's spouse or partner or someone who provides carer support to the Councillor.

Legal Expenses - any fee or fees charged for legal representation or legal advice.

Professional Development – Acquisition of knowledge, skills for the role of Mayor and Councillors.

Legislative and Reporting Requirements

This policy complies with the requirements of both the *Local Government Act 1993* and the Office of Local Government's Guidelines that detail the payment of expenses and the provision of facilities for Councillors. Under the Act and Guidelines Council:

- must adopt and submit its Councillors' Expenses and Facilities Policy by 30 November each year to the Office of Local Government including details of all submissions, including Council's response to each submission, the reasons for Council's response and a copy of the public notice
- advertise its intention in local media and on its website, to adopt or amend the policy
- permit at least 28 days for public submissions on the policy
- may consider submissions received and may make appropriate changes to the Policy prior to returning the Policy to Council for adoption
- adopt the Policy in open Council
- make available to the public the adopted policy at its Customer Services Centre and library as well as on its website
- provide a statement of the total payment of expenses and provision of facilities for Councillors in the Annual Report including separate details for:
 - provision of dedicated office equipment allocated to Councillors
 - telephone calls made by Councillors
 - attendance of Councillors at Conferences and Seminars
 - professional development
 - interstate visits by Councillors, including transport, accommodation and other out of pocket travelling expenses
 - overseas visits by Councillors, including transport, accommodation and other out of pocket travelling expenses
 - expenses of any spouse, partner or other person who accompanied a Councillor that were met by Council
 - expenses involved in the provision of care for a child or an immediate family member of a Councillor

Part 2 - Payment of Expenses

The reimbursement of expenses and the provision of facilities to Councillors will only be reimbursed/provided for if specifically provided for in this policy.

No General Expenses will be provided for under this Policy.

Monetary Limits

Maximum Annual Reimbursement for Expenses 1 July to 30 June each year (or pro rata if required)	
Position	Amount
Mayor	\$11,000
Councillor	\$7,000

The total cannot be exceeded in any one year or the pro rata amount for a term (or part of a term) that does not coincide with a financial year.

Claimable Items

Business Cards

Councillors will be reimbursed for the cost of printing business cards to the value of \$400 per year subject to the provision of a copy of the business card with each reimbursement claim. Cards must be formatted as follows:



Carers' Expenses (childcare, the care of elderly, disabled and/or sick immediate family members)

Councillors will be reimbursed for reasonable expenses for carer's costs incurred to enable attendance at Council Meetings, Committee Meetings or other official Council business providing the Councillor is the Primary Care Giver or a Legal Guardian. Councillors are required to provide evidence of attendance at events outside Council Meetings.

Councillors will be reimbursed for expenses paid to providers other than immediate family members, spouse or partner up to one hour before and up to one hour after the civic duties mentioned above, to a maximum of \$100 per day.

Disability and Access Needs for Councillors

Council will give consideration to the payment of reasonable expenses associated with any special requirements of Councillors with respect to disability and access needs to allow them to perform their normal civic duties.

Functions – Council Approved (Entry and Parking Costs)

Entry costs for attending official Council approved functions in the Sydney Metropolitan Area will be reimbursed to a maximum of \$200 per function, per Councillor and parking fees to a maximum of \$100 per function.

Council approved functions are those where the Councillor receives an official invitation addressed specifically to the Councillor in his/her capacity as an elected representative of Burwood Council and is relevant to the Burwood Local Government Area.

Councillor expenses may not be used to support attendance by Councillors at political fund-raising functions.

Parking Fees – Events and Meetings (other than official functions, seminars, conferences, education and training)

For parking fees related to events, Councillors must provide a copy of the invitation or agenda, stating that their attendance at the event/meeting was in their capacity as a Burwood Councillor and that through attending the event/meeting one of the following criteria (based on Councillors' legislative role and responsibilities) was met:

- a leadership role in guiding the development and implementation of the Burwood 2030 Community Strategic Plan and Council's Delivery and Operational Programs
- direct and control the affairs of the Council in accordance with the *Local Government Act 1993*
- furthered the optimum allocation of the Council's resources for the benefit of the area
- related to the creation and review of the Council's policies and objectives and criteria relating to the exercise of the Council's regulatory functions
- related to a review of the performance of the Council and its delivery of services and the delivery program and revenue policies of the Council

Specific examples include:

- attendance at the Joint Regional Planning Panel
- meeting with the Member for Strathfield at Parliament House or electorate office regarding the Burwood Local Government Area
- meetings with adjacent Councils to discuss the development of policy relating to joint project delivery

The Councillor may be reimbursed up to a maximum amount of \$100 per event subject to the provision of relevant documentation.

Postage

Postage costs for mail that relates to the execution of civic duties by Councillors will be reimbursed, subject to the provision of copies of the mail out/correspondence when claiming the reimbursement.

Councillors are prohibited from using Council resources for election purposes or any other political purpose.

Private Vehicle

The calculation of the amount payable for travel in a Councillor's private vehicle shall be the rate payable for claims by Council staff under the ~~NSW (Local Government) State Award~~ *NSW Local Government (State) Award*.

Note: Councillors will be personally responsible for traffic and/or parking fines under all circumstances.

Publications

Publication expenses will be reimbursed for relevant Local Government journals and books, including planning and Local Government law publications to a limit of \$300 per year.

Reciprocating Hospitality

Expenses for refreshments incurred as part of reciprocating hospitality will be reimbursed to a maximum of \$50 per day at Council approved functions. Claims must be supported by original receipts or an appropriate declaration if not available.

Note: Councillor meals and refreshment costs for Council approved events are dealt with under "Meals and Drinks".

Spouse and Partner Expenses

With respect to meeting costs associated with spouse or partner attendance with Councillors, the following rules apply as per the Office of Local Government's guidelines:

- Burwood Council will meet the reasonable costs of spouses/partners attendance at official Council functions that are of a formal and ceremonial nature, as considered appropriate, when accompanying Councillors within the Local Government Area. Such functions include those that a Councillor's spouse could be reasonably expected to attend. Examples include, but are not limited to, Australia Day Award ceremonies, Citizenship ceremonies, Civic receptions and charitable functions for charities formally supported by Council.
- Limited expenses of spouses/partners associated with attendance at the Local Government NSW and the Australian Local Government annual conferences will be met by Council. These expenses are limited to the cost of registration and the official conference dinner. Travel expenses, any additional accommodation expenses, and the cost of partner tours, etc., are the responsibility of individual Councillors.
- If spouses/partners accompany Councillors at seminars and conferences, all costs, including any additional accommodation costs must be met by the Councillor or the spouse/partner.
- The payment of expenses for spouses for attending appropriate functions as permitted above will be confined specifically to the ticket, meal and/or the direct cost of attending the function. Peripheral expenses incurred by spouses such as grooming, special clothing and transport will not be reimbursed.

Stationery and Minor Equipment

Councillors will be reimbursed for stationery, letterhead, greeting cards for Council events, and toner cartridges required to undertake their duties to a maximum value of \$500 per year. A copy of the letterhead must be included with each reimbursement claim.

Councillors are not permitted to personalise Council's letterhead in any way that may portray the Councillor as acting on behalf of Council. Council funds are not to be used to promote groups or affiliations and they are not to be displayed or promoted on correspondence as this practice is considered to be electioneering. Councillors, excluding the Mayor, are prohibited from using any of Council's intellectual property, including, but not limited to, Council's name, logo and motto, on any personalised stationery. Photographs for which Council is the copyright owner, must not be used on personalised stationery without the written approval of the General Manager. The only exception is the Mayoral Letterhead as this is produced by Council.

All Councillor claims for equipment must be processed by the Governance Co-ordinator to ensure that all forms have been completed and the Asset Register Updated.

Telephone and Internet Expenses

Councillors will be reimbursed for the following communication expenses:

Item	Period	Reimbursement Amount for Councillors	Reimbursement Amount for the Mayor
Mobile phone calls and SMS*	Per month	\$100	\$150
One landline/fax/internet related costs	Per month	\$100	\$100
iPad 3G Access Card	Per month	\$30	\$30

*International calls, Interstate calls, credit card fees and late payment fees will not be reimbursed.

Councillors will be issued with a Council email address and access to the Council's email system for their civic duties.

Travel by Councillors (as to fulfil their Civic Duties) within the Sydney Metropolitan Area Arrangements and Expenses

Councillors will be provided with a Cab Charge voucher that is to be used for travel to attend approved courses, Council Meetings, (including Council Committee Meetings) or other authorised

business of Council, (including travel to any organisation to which a Councillor has been appointed as a delegate or any other activity which has been authorised by the Council).

Examples of travel to be paid for with the Cab Charge facility, include travel associated with the Mayor acting in his/her official capacity and representing the Council, a Councillor representing the Mayor in his/her official capacity, travel associated with a trip/visit that has been officially authorised by the Council.

If a Cab Charge is used, then the Councillor must not include a tip for the driver at Council's expense. Councillors will need to complete a Cab Charge Advice Form for each charge used. The form can be found at Appendix C.

Cab Charge must not be used for travel that is considered to be of a personal nature. A Cab Charge will be issued for travel related to:

- a leadership role in guiding the development and implementation of the Burwood 2030 Community Strategic Plan and Council's Delivery and Operational Programs
- direct and control the affairs of the Council in accordance with the *Local Government Act 1993*
- furthered the optimum allocation of the Council's resources for the benefit of the area
- related to the creation and review of Council's policies and objectives and criteria relating to the exercise of Council's regulatory functions
- related to a review the performance of the Council and its delivery of services, and the delivery program and revenue policies of the Council

Specific examples include:

- attendance at the Joint Regional Planning Panel
- meeting with the Member for Strathfield at Parliament House or electorate office regarding the Burwood Local Government Area
- meetings with adjacent Councils to discuss the development of policy relating to joint project delivery

Reimbursements

Payment in Advance

The payment of expenses in advance will not be considered.

Part Bill Payments

Where a service is partly used for official Council business, Councillors must claim only that part directly related to their Civic Duties as a Councillor. Individual Councillors must, therefore, make a reasonable estimate as to their private and Civic Duties use (in percentage terms) for such accounts.

In accordance with the DLG Guidelines incidental private use is allowed. Where Councillors are provided with landlines, internet, stationery and minor equipment (not including the mobile phones handset) the onus is on the Councillor to declare whether the equipment is substantially being used for private purposes. In these instances, Council will determine a suitable reimbursement fee based on percentage of private use to be paid by the Councillor to Council.

Reimbursement and Reconciliation of Expenses

Councillors are responsible for providing original receipts (certified copies by the Councillor will be acceptable) and are to complete the approved reimbursement claim form which can be found at Appendix A.

The completed reimbursement claim form must be lodged within three months after the expense was paid and/or prior to 30 June of the Financial Year in which the payment was made. All claims must be claimed within the Financial Year in order for Council to meet the Annual Reporting requirements in line with the *Local Government Act 1993*.

Approval of Expenses Claims

Decisions on approval or refusal of expense claims for Councillors will be made by the Deputy General Manager – Corporate, Governance and Community with the Governance Co-ordinator as a co-signatory.

Process for Disputes

If a Councillor's expense claim is refused, the Councillor will be notified via email of the reimbursement reconciliation which identifies approved expenditure and, if not approved, the reasons why.

Should a Councillor wish to dispute the claim, they should first seek any additional information from the Deputy General Manager - Corporate, Governance and Community. If the Councillor remains unsatisfied then they have the option to discuss with the General Manager and/or have the matter determined by Council. Any decision by Council is final.

Part 3 - Facilities Provided to Councillors

Councillors' Offices

Council will provide a shared office in the Council Chambers building suitably furnished for Civic Duties. The following facilities will be made available in the Councillors' Office:

- a telephone for making local and STD calls only, in association with Councillors' Civic Duties
- a computer and printer for gaining access to Local Government legislation, Council policies, minutes and business papers, the internet and email and for use in discharging the functions of Civic Office. Consumables and equipment are provided by Council.

Local Government and Council Publications

~~Councillors will be provided with a copy of the "Bluett's Local Government Handbook" and copies of key Burwood Council policies, noting that Burwood Council policies are published on Council's website. Councillors should always refer to the website for the current version of Council policies.~~

Councillors will be provided with key Burwood Council policies and strategies, and information released by the Office of Local Government through the Councillor Portal.

Name Badge

Councillors will be provided with a standard name badge, determined by the General Manager, for use in association with Civic Duties if requested.

Meals and Refreshments at Council/Committee Meetings

The provision of meals and refreshments associated with the attendance at Council Meetings and Council Committee Meetings and Councillor Workshops is the responsibility of the Council. The standard of such meals and refreshments is determined by the General Manager.

Mail Box

Councillors will be issued with an individual mail box and locker in the Council Chambers building

with specifications determined by the General Manager.

Mobile Phone

Councillors will be issued with an iPhone for use in association with Civic Duties.

Parking Permits (Works)

Councillors are provided with a Parking Permit to be used when performing their Civic Duties in areas where parking restrictions (time limited or metered) apply. Where Councillors have access to more than one vehicle, they will be issued with one permit per vehicle that identifies the applicable registration number. Parking Permits are valid for a period of 12 months.

The conditions of use for Parking Permits are as follows:

- The Parking Permit is only valid if it is displayed in the vicinity of the lower windscreen on the passenger side of the vehicle and is clearly visible to an authorised officer.
- Vehicles displaying valid Parking Permits are exempt from time limits and parking charges in locations signposted as ¼, ½, 1, 2, 4, 6 or 10 Hour Parking (ticket, metered or free), including all Burwood Council operated off-street car parks.
- The Parking Permits are not an exemption from other restrictions including, but not limited to, "NO STOPPING", "NO STANDING", "NO PARKING", "LOADING ZONE", "TRUCK ZONE", "WORKS ZONE", "BUS ZONE" or "CLEARWAY".
- The Permits are not valid for use in parking spaces approved by the General Manager and designated for Law Enforcement Vehicles.
- Permit holders are strictly prohibited from selling, leasing, transferring or assigning any Parking Permit to any third party.
- Incorrect use of a Parking Permit may result in disciplinary action and/or parking infringement notices (fines).
- All Parking Permits remain the property of Burwood Council.
- Permit Parking will be strictly used for Civic Duties.

Personal iPad and Colour Printer

- Councillors will be issued with an iPad for use during their term. The iPad can be replaced once within the term after the expiration of two years and the existing one returned to Council in line with "Returning Equipment" in the Councillors' Expenses and Facilities Policy. The cost of the iPad will be deducted from the Councillors' Monetary Limits.
- The device will be maintained and serviced (including appropriate software) by Council. The iPad will also be used to access the Council Business Paper.
- A HP Wireless Colour Laser Printer (excluding ink and other consumables which are reimbursable under stationery) will be provided to Councillors to assist them with their Civic Duties for the term of their appointment.

Photocopiers

Council photocopiers are available for use by Councillors for the conduct of their Civic Duties.

Council's photocopiers are not to be used by Councillors for private purposes and, in no circumstances, are the Council's photocopiers to be used to produce electoral material.

Security Access to Council Chambers

Councillors will be provided with a security swipe card for entrance to the Council Chambers or Councillors' Offices and the public areas of the Council Chambers building. The Mayor will be provided with access to his/her office.

Vehicle - Access to a Council "pool" Vehicle

A Councillor may use a Council-owned pool vehicle (if one is available) to facilitate the Councillor's travelling requirements, for the following purposes:

- travel to and from approved seminars and conferences
- travel to and from Council business within the Metropolitan Area, subject to the General Manager's written approval in consultation with the Mayor

Councillors will provide a copy of a current and valid driver's licence to the Deputy General Manager – Corporate, Governance and Community indicating that they are licensed to drive a vehicle.

Councillors will pick up and return the vehicle to the Council. Except in cases of an emergency, the vehicle is not to be driven by anyone other than the Councillor(s) who have requested the vehicle. Council will meet the cost of fuel and all normal running expenses.

Additional Expenses and Facilities for the Mayor

The following expenses and facilities are provided for the Mayor on an elected term basis.

Car Parking

The Mayor will be issued with an allotted parking space within or, as close as practicable, to the Council Chambers building.

Mayoral Expenses Budget

The Mayor will have access to an expenses budget. The allocation may be spent on receptions, hospitality and other relevant expenses of office in accordance with the Mayor's determination. The budget will be allocated on a pro-rata basis, as set by Council on 1 July in the year of the Mayoral term commencement. For example, a Mayor whose appointment commences in September will have available 2016/2017 of the annual budget that has been determined by Council.

Mayor's Discretionary Fund

The Mayor has access to a Discretionary Grants Budget of \$10,000. However, a Mayor whose appointment commences in September will have available 2016/2017 of the annual budget that has been determined by Council. The allocation may be spent on granting of small donations on behalf of Council (refer Discretionary Grants – Small Donations Policy).

Mayoral Vehicle

A vehicle is provided for the Mayor's Civic Duties. The purchase price of the car is limited to the Motor Vehicle Luxury Car Tax threshold as indexed annually.

The Mayoral vehicle will be fully maintained (including car washes when required) by Council for use by the Mayor for official, Civic, ceremonial duties and appropriate private use. The Council recognises that the Mayoral vehicle may be used incidentally for private purposes and accepts that use without charge. However, the use of the Mayoral vehicle for private purposes outside the Sydney Metropolitan Area must be paid for on the basis of the rate per kilometre set down by the *NSW (Local Government) State Award NSW Local Government (State) Award*.

Mayoral Office

The Mayor will be provided with an office in the Council Chambers that is suitably furnished with access to a telephone for making local and STD calls only, a personal computer and printer with internet connection and email for the use of his/her Civic Duties. Council will provide a printer and toner cartridges, PC software and maintenance.

Support Staff

The Mayor is provided with secretarial and professional support in his/her role as the Mayor.

Robes of Office and Mayoral Chain

Council provides and maintains Mayoral Robes and the Mayoral Chain of Office for official/civic ceremonial use.

Refreshments for Mayor's Office

A liquor cabinet will be maintained and stocked by Council to a limit of \$1,000 per financial year.

Council will provide refreshment supplies to a limit of \$500 per financial year.

Part 4 - Councillor Expenses for Seminars, Conferences, Education, Training, Professional Development and Travel

Seminars and Conferences

The funding for the seminars and conferences are not included in the "Monetary Limits" set out in this Policy. A separate budget allocation is maintained by Council.

These seminars and conferences relate to Annual LG and ALGA Conferences either within NSW or interstate such as:

- The Australian Local Government and Local Government (NSW) Annual Conferences
- Special "one off" Conference called by the Local Government NSW
- Others as approved by Council resolution

Approval for seminars and attendance at conferences are approved at an open meeting of the Council. Requests to attend seminars and conferences should be made in writing by the Councillor to the General Manager outlining the benefits to Council. If this is not possible then approval may be given in writing by the General Manager in consultation with the Mayor and must be referred to Council for confirmatory approval. For overseas trips refer to the Travel – Overseas section of this policy.

On returning from the seminar or conference, Councillors, or a member of staff accompanying the Councillor/s, should provide a written report to Council on the aspects of the seminar or conference relevant to Council business and/or the local community. This report is not required for the Local Government NSW Annual Conference or the Australian Local Government Association Annual Conference.

Such reports are to be completed and presented to the next available Council Meeting upon return from the seminar/conference and address the following:

1. an overall assessment of the event
2. the benefits of participation
3. statement regarding knowledge gained
4. recommendations on how the knowledge gained could be applied

5. comment on whether the seminar/conference would be worthwhile attending in the future

Registration

All costs involved with registration are met by Council, including official luncheons, dinners and tours relevant to the Conference.

Accommodation

Delegates will be accommodated in the hotel where the conference or seminar is held, or another nearby and suitable hotel of a similar standard. Council will provide accommodation of an acceptable standard at the rate of a double room for each Councillor.

Accommodation expenses include the night before and/or after the conference/seminar as necessary. Actual costs will be paid directly to the hotel prior to the commencement of the event.

Council will not pay for accommodation within the Sydney Metropolitan Area except under special circumstances approved by the Council.

Parking

Councillors will be reimbursed for parking to the maximum value of \$100 per day.

Transfers

Council will meet the cost of transferring Councillors from their place of residence to the airport and return from the airport to their place of residence. Council will also meet the cost of transferring delegates from the airport to their hotel and return at the conclusion of the conference or seminar.

Should a Councillor be accommodated in a hotel, not being the site of the conference, and the delegate is travelling in their own private car, Council will meet the cost of travelling from the hotel to the site of the conference and/or the Conference social functions and return each day of the conference. The allowance payable is as per Travel - By Private vehicle.

Meals and Drinks

Council will meet the cost of breakfast, lunch and dinner for Councillors where any of these meals are not provided as part of the conference. Council will also meet the cost of reasonable drinks accompanying the meal. The payment of meals and drinks for persons who are Council's authorised representatives will be met by Council in line with the Australian Tax Office – Meal and Travel Allowance. Councillors will be reimbursed the amount of expenses actually incurred. Reimbursement Claims must be accompanied by receipts.

Incidental Expenses

Council will meet the cost of telephone calls from the hotel phone from the delegate to his/her immediate family and to Council during the period of the conference. Any other telephone expenses are to be paid for by Councillors. It may be necessary for Councillors to pay day-to-day expenses.

Council will not meet the following costs:

- laundry or dry cleaning services
- use of the bar fridge other than water and non-alcoholic beverages
- expenses incurred for movies provided in a hotel room

- expenses incurred at bars (including the bar located at the hotel) other than where Councillors are providing reciprocating hospitality extended to them by other Councils' delegates to a maximum of \$50 per day
- any tips provided by the Councillors

Education, Seminars, Training Courses and Professional Development

In addition to the Council authorised seminars and Conferences, an additional \$5,000 per annum per Councillor is available for attendance at approved education seminars, training courses and professional development, including associated travel expenses.

A Councillor who wishes to attend a course, seminar, training or professional development must provide a written request to the General Manager stating what the course covers and what the benefits are to both Council and the community. For intrastate courses, seminars or training, the decision on attendance must be approved by the General Manager, in consultation with the Mayor.

Where professional development is conducted interstate or overseas, the Councillor(s) must seek approval at an open meeting of Council.

Travel

Travel Proposals

Travel proposals will be considered at an Open Council Meeting through a report from the General Manager. Reports are to address the following:

- purpose of the travel and the objectives to be achieved in undertaking the travel, including an explanation of what community benefits are expected as a result of the travel
- proposed members of the delegation
- total cost of the travel and a break-down of the total cost into the following areas - transport, accommodation and out-of-pocket reimbursement of expenses per person (including any amounts expected to be reimbursed by participants)
- length of the proposed trip
- allocated budget and period from which the travel is to be funded

If the travel is to be sponsored by private enterprise, ICAC guidelines¹ and reporting structures must be followed.

On returning from the trip, Councillors, or a member of staff accompanying the Councillor/s, are to provide a written report to Council on the aspects of the trip relevant to Council business and/or the local community to the next available Council Meeting.

Interstate

A Councillor who travels on Council business interstate must have prior approval of Council or if covered by the professional development component approved by the General Manager/Mayor.

The Councillor will travel:

- with all due expedience and any time incurred in anything other than Council business shall not be included in expenses paid by Council
- by the shortest practical route

Councillors who are required to attend business at short notice outside the Sydney Metropolitan Area, approval by the General Manager and Mayor may be obtained with a subsequent report

¹ ICAC Trips and Traps Travel in the NSW Public Sector 1 February, 1994

prepared to a Council Meeting confirming their attendance. Expenses will be reimbursed for all travel costs. Prior approval of Council is not required.

Overseas

Council should avoid international visits unless direct and tangible benefits can be established for the Council and the Burwood Local Government Area.

Overseas travel must be approved by a Council resolution prior to a Councillor(s) undertaking the trip. Overseas Travel proposals should be publicly notified in the Agenda of a Council Meeting or Extraordinary Meeting. The use of a Mayoral Minute to obtain Council approval for travel is not appropriate as it is not consistent with the principles of openness and transparency.

All travel by air must be conducted on an "Economy Class airfare" in accordance with Council's Interstate and Overseas Travel Policy.

However, for flights in excess of six hours duration, consideration will be given to "premium economy travel", if available, in accordance with the "Interstate and Overseas Travel Policy".

By Private Vehicle

Councillors using private vehicles on official business are to be reimbursed in accordance with the rate payable for claims by Council staff under the ~~NSW (Local Government) State Award~~ *NSW Local Government (State) Award*, subject to the cost not exceeding the average airfare of other Councillors who flew or, if no other Councillor flew, the Flexible Economy Class airfare to the same destination available at the time of the conference/seminar. Should the cost of the car travel exceed the Flexible Economy Class airfare the cost of the Flexible Economy Class airfare will be reimbursed.

Should a Councillor choose to use their own vehicle for travel on Council business or to approved conferences and seminars, Council will not accept responsibility for the cost of any breakdowns or damage to the vehicle as a result of such travel. Such costs are the individual Councillor's responsibility. For example, Council will not pay for extra accommodation costs associated with vehicle breakdowns.

Claims for accidental damage to Councillors' private vehicles will not be met by Council.

By Air

The cost of the flights will be paid for by Council prior to the flight. Councillors are not permitted to obtain private benefit through travel bonuses such as "Frequent Flyer" schemes or any other such loyalty programs.

Travel Expenses

Council will pay expenses for Councillors travelling intrastate, interstate and overseas on approved Council business in accordance with the Australian Tax Office Travel Allowance Expenses as determined by the Commissioner annually.

Part 5 - Provision of Facilities

General Provisions

Councillors should note the requirements of the Code of Conduct when using Council facilities. The Code requires Council resources to be used ethically and only in the course of Civic Duties. Also refer to the "Private Use" provision of this policy.

Note: If Councillors are provided with facilities under this policy at no cost, they cannot claim for similar facilities as expenses.

Acquisition, Service, Care of Equipment, Returning of Facilities and Equipment and Use by Councillors

Returning Equipment

Where Council has provided the equipment or reimbursed the cost, the equipment remains the property of Council and must be returned to Council upon any Councillor ceasing to hold office. Councillors have the option to purchase Council equipment provided to them on the cessation of their duties at market value as approved by the General Manager. All equipment not returned within 30 days must be paid for at replacement cost.

Private Use of Council Facilities and Equipment

A Councillor must not convert to his or her own use any property of the Council. The use of Council facilities is to be directly related to the business of the Council. However, it is acknowledged that incidental private use of Council equipment and facilities may occur from time to time for personal affairs. Where Councillors are provided with facilities and equipment (not including mobile phone handsets) the onus is on the Councillor to declare whether the equipment is substantially being used for private purposes. In these instances, Council will determine a suitable reimbursement fee based on percentage of private use to be paid by the Councillor to Council.

Council resources are not permitted to be used under any circumstances that relate to a person's re-election or fundraising activities for political parties or for private business purposes.

The use of the Council Chambers is restricted to Civic occasions only (hosted by the Mayor or the Mayor's representative).

Use of Council Equipment and Facilities during Elections

The interest of a Councillor in their re-election is considered to be a personal interest. Councillors may not claim reimbursement expenses incurred on election matters, nor are they permitted to use Council facilities for any campaign such as photocopier, paper, postage, letterhead, publications, websites as well as Council Services and forums.

Service of Facilities

Any scheduled or regular maintenance of Council provided facilities, including software upgrades or replacement of equipment due to technical redundancy, are carried out at Council's expense by Council staff.

Any other repairs, unscheduled maintenance or negligently broken or stolen equipment, must be paid for by the Councillor personally.

Councillors are expected to take the utmost care for any equipment provided to them.

Councillors must report the theft of any equipment issued immediately to the Police and to the Governance Co-ordinator.

Replacement

In the event that a piece of equipment is faulty or damaged, it will either be repaired or replaced following an assessment of the cost.

It is expected that Councillors issued with equipment will take the utmost care and responsibility. In the event of repeated damage the replacement cost of the equipment may be required to be met by the Councillor.

Part 6 - Other Matters

Gifts and Benefits

In relation to Gifts and Benefits, Councillors are required to abide by Council's Receipt of Gifts and Benefits Policy.

Giving a Gift or Benefit

In circumstances where it is appropriate for Councillors to give a gift or benefit, for example, on a Council business-related trip, or when receiving visitor, Councillors will be provided with a gift by Council.

Wreaths, flowers or the equivalent may be given for the purpose of a tribute to person(s) for the following reasons:

1. As an appreciation for long service to Council (either employee or Councillor) at the cessation of their tenure or employment
2. A resident turning 100 years of age
3. 50 years of marriage

The abovementioned criterion ensures consistency, removes the potential for discretion or arbitrary decision making and provides Councillors clear guidance that will dispel any negative perceptions and will increase accountability.

Gifts will be capped at \$100, unless otherwise approved by Council.

Insurance Expenses and Obligations

Councillors are to receive the benefit of insurance cover for Councillors' and Officers' Liability. This cover provides indemnity for Councillors in circumstances where they cannot be indemnified by Council.

The indemnity provided by this policy applies to the Councillor personally and covers liability to pay civil damages, their legal costs and other costs incurred in defending a claim. This policy only covers matters arising out of a Councillor's performance of Civic Duties, or exercise of their functions as Councillors, provided that performance or exercise of the relevant Civic Duty or function is in the opinion of Council *bona fide* and/or proper and is carried out in good faith, as required under section 731 of the *Local Government Act 1993*.

It should be noted that the insurance policy does not cover criminal liability (including legal costs) arising from a breach of statute.

Legal Expenses and Obligations

Eligible Legal Costs

Council will meet the reasonable legal expenses of a Councillor in the following circumstances:

- legal proceedings being taken against a Councillor in defending an action arising from the performance in good faith of a function under the Local Government Act 1993

- defending an action in defamation, provided that the outcome of the legal proceedings is favourable to the Councillor

Reasonable legal costs may also be available for an inquiry, investigation or hearing into a Councillor's conduct by an appropriate investigative or review body subject to the following conditions being met:

- the subject of the inquiry, investigation or hearing arises from the performance in good faith of a Councillor's functions under the Act
- the matter before the investigative or review body has proceeded past any initial assessment phase to a formal investigation or review
- in the case of a conduct complaint made against a Councillor, the matter has been referred by the General Manager to a conduct reviewer/conduct review committee to make formal enquiries in accordance with the Burwood Council Code of Conduct
- in the case of a pecuniary interest or misbehaviour matter, a formal investigation has been commenced by the Office of Local Government

For the purpose of this section an investigative or review body includes the following:

- Local Government Pecuniary Interest Tribunal
- Independent Commission Against Corruption
- Office of the NSW Ombudsman
- Office of Local Government, ~~Department of Premier and Cabinet~~ Department of Planning and Environment
- NSW Police Force
- Director of Public Prosecutions
- Council's Conduct Review Committee/Reviewer

Legal costs will only be met where the investigative or review body makes a finding that is not substantially unfavourable to the Councillor. This may include circumstances where a matter does not proceed to a finding.

Note: In relation to a Councillor's conduct, a finding by an investigative or review body that an inadvertent minor technical breach had occurred may not necessarily be considered a substantially unfavourable outcome.

Ineligible Legal Costs

Council will not meet legal costs in the following circumstances:

- legal proceedings that are initiated by a Councillor under any circumstance
- a Councillor seeking advice in respect of possible defamation, or in seeking a non-litigious remedy for possible defamation
- the proceeding does not involve a Councillor performing their role as a Councillor

Reimbursement of Legal Expenses

Council will reimburse a Councillor for legal expenses incurred in connection with:

- attendance at an interview conducted by the investigative body
- attendance at a cautioned interview conducted by the investigative body
- acting as a witness under summons or at the request of the investigative body
- attendance at a hearing (public or private) conducted by the investigative body

Where the Councillor is the subject of the investigation by the investigative body or a hearing conducted by the investigative body, Council must be satisfied that:

- the subject matter of the investigation or hearing by the investigative body arises from the Councillor's bona fide discharge of a duty or function of their office as Mayor or Councillor
- Council is of the opinion that the discharge of the relevant duty or function was bona fide
- the investigative body confirms that it has completed the investigation or hearing/s and that no adverse finding or recommendation has been made with respect to the Councillor
- the Councillor has, in responding to the investigative body's request, complied with any reasonable and lawful directions of the Council's insurer and/or the General Manager

Where the Councillor is not the subject of an investigation or hearing conducted by the investigative body, Council must be satisfied that:

- the substantial focus of the investigative body's subpoena or reason for requesting attendance of the Councillor is to obtain information from the Councillor that directly derives from the Councillor's discharge of a duty or function of their office as Mayor or Councillor
- Council is of the opinion that the discharge of the relevant duty or function was bona fide
- the investigative body confirms that it has completed the Investigation or Public Hearing and that no adverse finding or recommendation has been made with respect to the Councillor
- the Councillor has, in responding to the investigative body's request, complied with any reasonable and lawful direction of the Council's insurer and/or the General Manager

Additional limitations with respect to reimbursement of legal expenses incurred in connection with an investigation or hearing conducted by an investigative body include:

1. A Councillor may only be reimbursed for legal expenses under this Policy where the expenses have been incurred on or after the commencement of the term of the Council during which these provisions were introduced, that is, March 2004.
2. Provided the other requirements under this Policy for reimbursement of legal expenses incurred in connection with an investigation or hearing conducted by an investigative body under these provisions are satisfied, it is no bar to reimbursement that a person no longer holds office as a Councillor at the time the legal expenses are incurred or the person makes the claim for reimbursement.
3. Legal expenses incurred by a Councillor will only be paid following the investigative body confirming that it has completed its Investigation and Hearings (where relevant) and confirming its findings in writing, or, where a Report is to be prepared pursuant to the relevant legislation, publishing its Report.
4. A Councillor may only be reimbursed for legal expenses incurred as a result of being called as a witness to an investigation conducted by the ICAC if they have first made an application to the Attorney General for legal assistance pursuant to section 52 of the *Independent Commission Against Corruption Act 1988* and they have written confirmation that such an application has been refused.
5. This Policy does not preclude a Councillor claiming non-legal expenses incurred by a Councillor while appearing as a witness before ICAC from ICAC pursuant to section 51 of the *ICAC Act*, or a Councillor's receiving such a payment.
6. That legal expenses incurred by a Councillor will be capped at \$150,000 per Councillor per issue. That a resolution of the full Council is needed if the matter is to exceed this amount.

The procedure for claiming legal costs is detailed in Appendix E.

Status of the Policy

This policy was first adopted in November, 2005. The Policy has been reviewed as follows:

- October 2006 in line with the requirements of the Office of Local Government's Circular 06/57

- February 2007 in line with statutory requirements
- November 2008 in line with requirements of the Office of Local Government's Circular 07-22
- October 2009 in line with statutory requirements
- December 2009 in line with the Office of Local Government Guidelines – October 2009
- Amended by Council 4 May, 2010 (Min No. 78/10) as a result of the Luxury Car Tax Threshold - Mayoral Motor Vehicle
- 12 October 2010 (Min. No. 251/10) in line with the requirements of the Office of Local Government's Circular
- 22 November 2011 (Min. No. 266/11) in line with the ICAC Report – 2011 and Internal Audit – Publicly Exhibited - 26 August 2011 to 22 September 2011
- 20 November 2012 (Min. No. 179/12) – Publically Exhibited - 4 October – 30 October 2012
- 21 October 2013 (Min. No. 164/13) – Publicly Exhibited - 11 September 2013 - 8 October 2013
- 28 September 2015 (Mini. No. 145/15) – Publicly Exhibited - 30 July 2015 to 26 August 2015

Other Council/Government Policy Provisions

The following documents have informed the development of this policy:

- Office of Local Government – Guidelines for the payment of expenses and the provision of facilities for Mayors and Councillors in NSW (October 2009)
- Office of Local Government Circular Nos 10-26, 08-24, 06-64, 04-01, 02/34 – Unauthorised Use/Misuse of Council Resources
- ICAC Guidelines: 2 – No Excuse for Misuse – Preventing the Misuse of Council Resources
- Council Resolution 28 August, 2007 Minute No. 120/07 Use of Council Intellectual Property (including Logos) on Personalised Stationery
- Burwood Council Code of Conduct
- *Local Government Act 1993* sections 252 and 253
- Trips and Traps Travel in the NSW Public Sector - ICAC Publication
- Cab Charge Guidelines for Councillors and Staff
- ICAC – Investigations into alleged corrupt conduct involving Burwood Council's General Manager and Others – ICAC Report 2011 – Recommendation No. 3
- Discretionary Grants Small Donations Policy
- Gifts and Benefits Policy
- Interstate and Overseas Travel Policy

Review

To be reviewed annually in accordance with the *Local Government Act 1993*.

Contact

Governance Co-ordinator
9911 9910

Appendix B



Burwood Council

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**AGREEMENT – COUNCILLOR’S ACKNOWLEDGEMENT
OF EQUIPMENT RECEIVED FROM COUNCIL**

This is to certify that,
I..... (print name),
acknowledge the following:

1. That I accept responsibility for the equipment granted to me.
2. That I will at the completion of my term as a Councillor at Burwood Council, return all of the following equipment issued to me:

- Computer Equipment Make & Serial Number:

.....

- Photocopier/Fax Make & Serial Number:

.....

- Other Equipment Make & Serial Number:

.....

Signature:

Date: .../.../.....

Appendix C



Burwood Council
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SUITE 1, LEVEL 2,
1-17 ELSIE STREET, BURWOOD, NSW 2134
PO BOX 240, BURWOOD NSW 1805
TEL: 9911 9911 FAX: 9911 9900
WEBSITE: www.burwood.nsw.gov.au

cabcharge advice form

Name of Councillor: Date:

Function Attended:

Representing Mayor: Yes No

Mayor's Authorisation (if applicable):
.....

Travelling From:

Travelling To:

Cost of Fare: \$.....

Appendix D



Burwood Council
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SUITE 1, LEVEL 2,
1-17 ELSIE STREET, BURWOOD, NSW 2134
PO BOX 240, BURWOOD, NSW 1805
TEL: 9911 9911 FAX: 9911 9900

COUNCILLOR PARKING PERMIT APPLICATION

SECTION 1 – APPLICANT DETAILS

Name of Councillor:

Vehicle Registration Number(s):

Contact Numbers

Tel: (Work) Tel: (Mobile)

SECTION 2 – COUNCILLOR DECLARATION

I declare that I have read and understood the conditions of the Permit Parking Scheme and agree to abide by them. I acknowledge that the Permit will remain the property of Burwood Council and that I am prohibited from selling, leasing or assigning any Permit to any party. I acknowledge that I will use the Permit strictly in line with my Civic Duties. I understand that if such action is attempted, or, if I falsify information on this application, Burwood Council may withdraw and cancel such Parking Permit.

I have also included a copy of my registration(s) paper.

Signature: Date:

**Please forward your completed application form to the
Traffic & Transport Team, Land, Infrastructure & Environment.**

Appendix E**Process for Claiming Reimbursement of Legal Costs**

1. To whom do you make the application for reimbursement?

The application for reimbursement of legal expenses should be made in writing to the General Manager.

2. When can you make an application for reimbursement?

An application for reimbursement of legal expenses may be made at any time after the expenses have been incurred.

However, the decision as to whether to provide reimbursement will only occur once the investigative body (including Council's Conduct Review Committee) has:

1. Confirmed in writing that it has completed the investigation/s or hearing/s or, where a Report is to be prepared pursuant to the relevant legislation, published its Report; and
2. Confirmed in writing that no adverse finding or recommendation has been made with respect to you.

Note: The policy provides that "no adverse finding or recommendation" means no finding of corrupt conduct, maladministration or criminality (whichever is relevant given the relevant investigative body and the particular investigation or hearing being conducted).

3. Requirement for previous application to the Attorney-General where acting as a witness before an ICAC hearing

If you have been called as a witness at a hearing (public or private) conducted by the Independent Commission Against Corruption (**ICAC**), you must have:

- 3.1 Prior to or during your appearance as a witness at the hearing, applied in writing to the Attorney General for financial assistance with respect to your legal representation, pursuant to section 52 of the *Independent Commission Against Corruption Act 1988*;
- and
- 3.2 Have been refused such financial assistance.

Note: Your application to the Attorney-General will need to include the full details of your financial situation and, provided your summons does not prevent you from doing so, the evidence you expect to give.

4. What other eligibility requirements need to be addressed in your application?

Your application should:

- 4.1 specify whether you are currently a Councillor or Mayor, or have been a former Councillor or Mayor (in which case you must have been acting in this office at any time from March 2004 onwards);
- 4.2 specify which investigative body has conducted the relevant interview/s and hearing/s (except where a suppression order or other such order is in force which prevents disclosure of this information – see paragraph 6);

Note: see the definition of "investigative body" in the Policy.

- 4.3 state whether you are the subject of the investigation/s and/or the hearing/s and, if not, specify who is the subject (except where a suppression order or other such order is in

force which prevents disclosure of this information – see paragraph 6);

Note: where you are uncertain as to whether you are the subject of the investigation/s and/or the hearing/s, or as to whom the subject is, you should state this.

- 4.4 provide details of the request or summons to attend an interview/s or hearing/s by the relevant investigative body (except where a suppression order or other such order is in force which prevents disclosure of this information – see paragraph 6);
- 4.5 detail the legal expenses incurred in connection with attending the interview/s or hearing/s (public or private);
- 4.6 describe the nature of the information the investigative body has, through requesting an interview or your attendance at a hearing, sought from you (except where a suppression order or other such order is in force which prevents disclosure of this information – see paragraph 6);
- 4.7 describe how the information the investigative body has sought from you directly derives from your discharge of duties or your exercise of functions as the Mayor or as a Councillor (except where a suppression order or other such order is in force which prevents disclosure of this information – see paragraph 6);
- 4.8 state whether you are satisfied you discharged the duties or exercised the functions in question in good faith or with honest intent (except where a suppression order or other such order is in force which prevents disclosure of this information – see paragraph 6);
- 4.9 show that you have complied with any reasonable and lawful direction of your insurer and/or the General Manager (if there has been any such direction); and
- 4.10 provide evidence that the investigative body has:
 - confirmed in writing that it has completed the investigation/s or hearing/s or, where a Report is to be provided pursuant to the relevant legislation, published its Report
 - confirmed in writing that no adverse finding or recommendation has been made with respect to you

Note: You may choose to submit your application without this confirmation – however, no decision as to whether to provide reimbursement will be made until this confirmation has occurred.

5. What documents need to be included with your application?

- 5.1 A copy of the document requesting your attendance at an interview/s or hearing/s by the investigative body, for example, a letter or summons (except where a suppression order or other such order is in force which prevents disclosure of this information – see paragraph 6).
- 5.2 If you have been called as a witness at a hearing (public or private) conducted by ICAC, a copy of your request to the Attorney-General for legal assistance pursuant to section 52 of the *Independent Commission Against Corruption Act 1988*, and a copy of the Attorney General's response.
- 5.3 Copies of any invoices issued to you for legal expenses (fees charged for legal representation or legal advice) in connection with the interview/s or hearing/s and any receipts for payment for such invoices.

- 5.4 Confirmation in writing from the investigative body that it has completed its investigation/s or hearing/s or, where a Report has been prepared, a copy of the Report.
- 5.5 Where not included in the Report, or where a Report is not provided, written confirmation that no adverse finding or recommendation has been made with respect to you.
- 5.6 Any other documents relevant to the eligibility requirements outlined in paragraph 4.
- 6. What will happen where a suppression order or other order restricting disclosure of information applies?**
 - 6.1 Where you have been ordered by the investigative body, for example, in your summons, not to disclose information which the Policy requires you to provide (see paragraph 4 and 5 above), you should refrain from including such information in your application.
 - 6.2 Once any suppression order or other order has been lifted by the investigative body, you should immediately provide the General Manager with the information previously omitted from you application on this basis.
 - 6.3 The General Manager may not be able to consider your application, including referring it to Council for a determination regarding the bona fide discharge of your duties or exercise of your functions (see paragraph 7 below) until such information is provided.
- 7. Will Council need to pass a resolution regarding my application?**
 - 7.1 Yes, Council will need to pass a resolution that it is satisfied the discharge of your relevant duty or function was "bona fide", that is, in good faith or with an honest intent.
 - 7.2 Accordingly, where the General Manager is satisfied that your application has satisfied the other eligibility requirements, the General Manager will refer your application to Council for a determination as to whether it is satisfied your discharge of your duty (or duties) or exercise of your function (or functions) was "bona fide."
 - 7.3 Where Council is not satisfied of the above, Council should provide reasons for its determination.
 - 7.4 Where Council resolves that it is satisfied of the "bona fide" discharge of your duties or exercise of your functions as set out above, the General Manager may make a final determination, as an operational matter, as to whether reimbursement of legal expenses should occur under the Policy.
- 8. Conflict of interest**
 - 8.1 You will need to comply with the pecuniary interest provisions of the *Local Government Act 1993*, and the pecuniary interest and conflict of interest provisions of Council's Code of Conduct.
 - 8.2 This would include disclosing your interest at the meeting where Council is determining whether it is satisfied your discharge of your duty (or duties) or exercise of your function (or functions) was bona fide, leaving the meeting and remaining out of sight of the meeting and not participating in discussion or voting on the matter.

(ITEM 31/18) ADOPTION - REVISED OUT OF POCKET EXPENSES

File No: 18/3314

REPORT BY DEPUTY GENERAL MANAGER CORPORATE, GOVERNANCE & COMMUNITY

Summary

The Out of Pocket Expenses Policy has been reviewed in line with the normal review process and is now submitted to Council for adoption.

Background

The ICAC Report – April 2011 Recommendation two suggested that Council implement an Out of Pocket Expenses Policy for Council Officers and the General Manager including protocols for the approval of out of pocket expenditure. It was recommended that the protocols should explicitly prohibit the General Manager or any other Council Officer from approving expenses where there is an actual or perceived personal benefit derived from the expenditure. The protocol should also provide that the Mayor must approve the expense claims of the General Manager.

The Policy was last reviewed by the previous General Manager and adopted by Council on 23 March 2015.

Proposal

The Policy is framed around criteria as it is not possible to detail every type of out of pocket expense. It outlines who can incur out of pocket expenses, what is not an out of pocket expense, what is acceptable and what is not acceptable. Specifically only the General Manager or the Executive will be able to incur out of pocket expenses unless otherwise authorised in a Council Policy or Corporate Practice.

All out of pocket expenses will require dual approval for any reimbursement of petty cash and expenses incurred on the credit card.

The Policy has been reviewed and the following amendments have been made:

1. The inclusion of the role of the Executive Manager Organisational Development who is a member of the Executive and accountable under the Policy.
2. Under the title “What is acceptable?” – the wording relating to Wreaths, flowers or the equivalent has been amended to read “Wreaths, flowers or the equivalent may be purchased for the purpose of a floral tribute to families, a special occasion eg. birth of a child or as an appreciation for long service to Council”.
3. Other minor amendments are outlined in the revised Policy.

All amendments are shown in red within the revised Policy.

The Revised – Out of Pocket Expenses Policy is now submitted to Council for adoption.

Consultation

The Policy has been endorsed by the General Manager and the Policy, Corporate Practice and Procedures Panel.

Planning or Policy Implications

Once the Revised Policy is adopted by Council it will replace the current Policy and be published

on Council's website for members of the public.

Financial Implications

No financial implications.

Conclusion

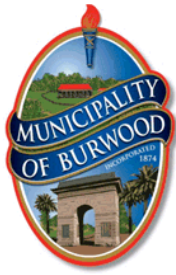
It is now in order for Council to adopt the Revised – Out of Pocket Expenses Policy.

Recommendation(s)

That Council adopt the Revised – Out of Pocket Expenses Policy.

Attachments

1 [↓](#) Revised - Out of Pocket Expenses



Burwood Council

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REVISED - OUT OF POCKET EXPENSES POLICY

PO Box 240, BURWOOD NSW 1805
Suite 1, Level 2, 1-17 Elsie Street, BURWOOD NSW 2134
Phone: 9911-9911 Fax: 9911-9900
Email: council@burwood.nsw.gov.au
Website: www.burwood.nsw.gov.au

Public Document
Adopted by Council:
Trim No. 17/57442
Version No.: 3
Ownership: Governance

Out of Pocket Expenses**Purpose**

To ensure the accountability and transparency of "out of pocket" expenses incurred by the Burwood Council Executive.

Definitions

Out-of-pocket expenses – are expenses incurred that are related to entertainment, other forms of hospitality, including gifts associated with performing official duties.

Burwood Council Executive – for the purposes of this policy the Executive comprises the General Manager, Deputy General Managers, the Executive Manager and the **Executive Manager Organisation Development**.

Scope

The Policy specifically applies to the Burwood Council Executive. All other staff should be made aware of this policy.

Out-of-pocket Expenses

Who can incur out of pocket expenses?

Out of pocket expenses can only be incurred by the Burwood Council Executive or other staff if detailed in a Burwood Council Policy or Corporate Practice.

What is NOT an out of pocket expense?

An out of pocket expense is determined by the nature of the expenditure not how the goods are purchased. For example items purchased via Corporate Credit Card or private funds that require reimbursement through petty cash that relate to normal Council Business are not of out of pocket expenses. Common examples include train fares to meetings, accommodation for approved conferences and purchase of publications that relate to official duties.

What is acceptable?

For out-of-pocket expenses to be acceptable as a charge against official funds, the following apply:

- The event to which the charge is related must have a direct business relationship with the Council Officer's duties.
- Working meals are not to be regular occurrences and would normally have relatively low charges per head and involve participation of persons from outside the organisation or, very rarely with senior officers from across the organisation.
- The expenditure incurred should not provide a predominantly personal benefit to the Council Officer, members of their family or friends eg. staff Christmas ~~and Easter functions~~, and conferences and/or other social functions for staff.
- ~~Wreaths, flowers or the equivalent may be purchased for the purpose of a floral tribute to families or as an appreciation for long service to Council.~~ Wreaths, flowers or the equivalent may be purchased for the purpose of a floral tribute to families, a special occasion eg. birth of a child or as an appreciation for long service to Council.

Out of Pocket Expenses

- Tips are not permissible.
- Expenditure on minor gifts is not acceptable unless such gifts are in conformity with a particular Council's role and functions and would be considered acceptable in accordance with community expectations.
- Provision of certain facilities for work purposes at home which would, under normal circumstances, be provided by the Council Officer for personal use, may not be claimed as a legitimate expense eg payment for a TV antenna which may be installed to enable officers to receive transmissions to be aware of matters raised by the media, as part of their normal duties.

The abovementioned requirements **do not** apply to expenditures to which legislative or contractual arrangements otherwise apply.

Responsibility & Accountability

The Council Officer is responsible for providing original receipts for all out of pocket expenses and completing the "*Claim for Reimbursement of Out of Pocket Expenses Form*" (refer Appendix 1).

All out of pocket expenses claims require dual approval as follows:

- General Manager – the Mayor and either a Deputy General Manager or Executive Manager as co-signatories
- Deputy General Manager or Executive Manager – the General Manager and the Executive Manager as co-signatories
- Executive Manager – the General Manager and a Deputy General Manager
- **Executive Manager Organisation Development – the General Manager and a Deputy General Manager**

In the majority of circumstances it is expected that the Council Officer will seek prior approval for the expenditure.

Purchases which have been paid for by a Corporate Credit Card must still be accounted for under this Policy and the claim form completed and included as part of the credit card reconciliation process.

Related Information/Glossary

- **Burwood Council** Credit Card **Guidelines Corporate Practice**
- NSW Department of Premier and Cabinet – Ministerial Memoranda 2008-24 Out of Pocket Expenses and Christmas Season Parties Policy

Review

Policy to be reviewed every four years.

Contact

Governance Co-ordinator on 9911 9910

Suite 1, Level 2, 1-17 Elsie Street, BURWOOD NSW 2134, PO Box 240, BURWOOD NSW 1805,
Phone: 9911-9911 - Fax: 9911-9900
Email: council@burwood.nsw.gov.au
Website: www.burwood.nsw.gov.au

CLAIM FOR REIMBURSEMENT/PRE-APPROVAL OF OUT OF POCKET EXPENSES

Tick which is appropriate

Reimbursement Claim Pre-approval Claim

I hereby submit my claim in accordance with the provisions of Burwood Council's Out of Pocket Expenses Policy.

Name.....

Claim for reimbursement of Out of Pocket Expenses:

Date	Nature of Business	Nature of Claim	Amount Claimed

Total amount:.....\$_____

Please note: Receipts must be attached to this claim form in order for reimbursement to be processed.

I certify that the above expenses have been reasonably incurred in the performance of my role as a Council Officer of Burwood Council and are due and payable to me in accordance with Council's Policy.

Signature: Date: .../.../....

Approved by Co-signatories:

..... Date: Signature Date:

..... Name Name

(ITEM 32/18) AGEING STRATEGY 2011 - 2016 AND MULTICULTURAL STRATEGY 2013 - 2016 OUTCOMES AND PROPOSED FUTURE ACTIONS

File No: 18/8946

REPORT BY DEPUTY GENERAL MANAGER CORPORATE, GOVERNANCE & COMMUNITY

Summary

Council's Multicultural Strategy and Ageing Strategy both concluded in 2016. They were not renewed due to the policy of Council amalgamations pursued at the time by the State government. With the abandonment of Council mergers, there is now an opportunity to revisit these significant plans.

The Multicultural Strategy and Ageing Strategy were developed in consultation with local residents, businesses and key providers of relevant services, and sought to ensure that both seniors and people from culturally and linguistically diverse backgrounds have equitable opportunity to participate in social, cultural and civic life in the Burwood Local Government Area.

This report presents a number of key achievements resulting from the implementation of both strategies and recommends the development of new plans for these key community sectors.

Background

Multicultural Strategy for the CALD Community in Burwood 2013-2016

The Multicultural Strategy was adopted by Council in 2013 in recognition of the increasing diversity of the Burwood community and the need to ensure that culturally and linguistically diverse (CALD) communities had equitable access to the services they required. The strategy set out 37 key actions for Council to undertake which were developed following consultation with the community, discussion with local services and the analysis of demographic data.

One of the actions within the Multicultural Strategy was the development of a Multicultural Advisory Committee to provide advice to Council on matters impacting on CALD communities. Whilst this was delayed by the impending merger at the time, the committee has now been formed and held its inaugural meeting on Tuesday 13 March 2018.

Another action in the strategy was to increase provision of translated Council documents and promotional materials. This has been achieved and continues to expand with numerous brochures and flyers having been translated into community languages. Some examples include the Mobile Play Van Promotional flyer and the quarterly Community Programs Brochure, both of which have been well received by the local community.

In accordance with the action within the strategy to provide opportunities for migrant residents to learn English, Council partners with Chinese Australian Services Society (CASS) to hold English Conversation classes for Chinese migrants who live in Burwood and require conversational English to help them interact socially. Additionally, Council contributes annually to multicultural and inclusive community events and activities, either directly, such as Harmony Day and International Women's Day, or indirectly through in-kind support for events such as Lunar New year and through the provision of financial support via the Community Grants program to activities such as the annual Greek Street Fair and Chinese Opera.

Ageing Strategy 2011-2016

The Ageing Strategy was adopted by Council in 2011 in response to research that showed Burwood's ageing population was set to double within 40 year, in line with trends occurring across Australia. Ageing Strategy was developed to help prevent adverse outcomes arising from this

demographic shift. The strategy included 50 actions aimed at ensuring local seniors could continue to access the services they require and participate in community life within the Burwood area.

Some of the key achievements arising from this strategy included significant improvements to the physical space in Burwood, such as an increase of 22 accessible on-street parking spaces and 12 within Council operated off-street car parks. There has also been an increase in pedestrian islands, pedestrian crossings and roundabouts and 'pram ramps' have been upgraded and constructed in accordance with all relevant guidelines and Australian standards. This has contributed to a more accessible streetscape which makes it safer for older residents to move around their local area.

In addition to physical improvements, Council has also expanded its recreational activities for seniors. This includes delivering a wide range of activities that promote healthy and active ageing through the Have a Go Program and Seniors Social Group.

Proposal

According to the data available from the 2016 census, both the multicultural and ageing communities continue to grow in the Burwood Local Government Area. Additionally, preliminary analysis of the research for the new Community Strategic Plan indicates a need to maintain a focus on both seniors and CALD communities. The significant changes to aged care policy occurring at a Commonwealth level, and the associated funding shifts, also make it imperative for Council to plan how it will provide support for individuals and groups within the local seniors community. Similarly, Australia's immigration policies require constant monitoring as to how these impact on the local community in Burwood.

It is therefore proposed that new ageing and multicultural strategies be developed in the 2018-19 financial year. The new strategies would be designed to integrate with Council's Community Strategic Plan and identify actions Council can undertake to ensure seniors and CALD communities are provided with the services, information and assistance required to address their unique needs.

Consultation

In addition to data obtained from the consultation undertaken to develop the Community Strategic Plan, and statistical information available from the 2016 Census, the strategies will be enhanced by targeted consultation with relevant sections of the community to develop new strategic actions.

Planning or Policy Implications

The Multicultural Strategy and Ageing Strategies are now completed. The new strategies would supersede these documents.

Financial Implications

The research, development and drafting of the proposed strategies will be mainly undertaken internally by Council's Community Development team and will build on work previously done to prepare the former plans. All actions contained in the new strategies will utilise existing Council resources or be subject to the provision of additional funds through Council's normal budget processes or through additional funding, such as grants.

Conclusion

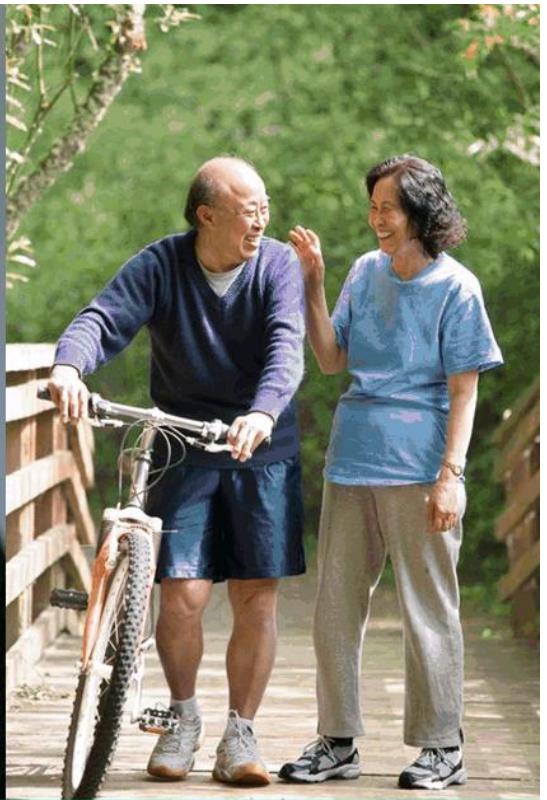
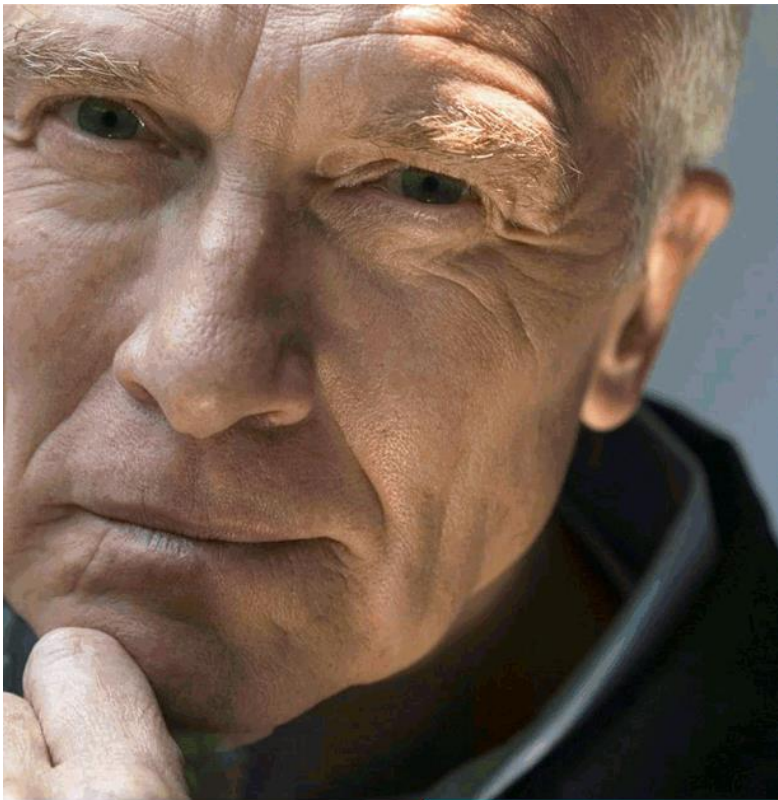
Both the previous Multicultural and Ageing Strategies have been successfully completed. As Burwood becomes increasingly culturally diverse and continues to age, it is desirable that new strategies be developed that complement Council's Community Strategic Plan and continue to provide strategic direction specific to these two sections of the community. It is also important that Council plans for other segments of the community for whom strategies may not have been established in the past. This would be the subject of a separate report.

Recommendation(s)

That Council approves the development of new Multicultural and Ageing Strategies in the 2018-2019 financial years to replace the strategies which have been completed.

Attachments

- 1 [↓](#) Ageing Strategy Report 2011-2016 Final 18 October 2011
- 2 [↓](#) Burwood Council Multicultural Strategy 3Dec 2013



Burwood Council
Ageing Strategy
2011 - 2016



Burwood Council
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October 2011

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Message from the Mayor

It is with great pleasure that I present the Burwood Council Ageing Strategy, 2011-2016.

The Burwood Council Ageing Strategy has been developed in the context of the ageing of Australia's population – a demographic trend which is also occurring at the local level in the Burwood Local Government Area. At the local level, it is vitally important that we plan for the needs and aspirations of our older residents, and that is one part of what the Strategy achieves. It is equally important that we also plan to celebrate and harness the wisdom, skills and knowledge that they have gained over a lifetime. This too, can be seen in the Ageing Strategy.

The Ageing Strategy outlines a vision of an inclusive, active and engaged community which celebrates the contributions of older community members, and supports them to pursue their interests and to participate fully in community and civic life.

The Ageing Strategy is based on national and international research on 'Positive Ageing' which, at the community level, focuses on developing environments, attitudes and opportunities that encourage and assist individuals to maintain and even enhance their independence, quality of life, and civic participation as they enter their later years.

The Ageing Strategy is also based on suggestions from older community members who participated in focus groups. My thanks go to the many participants of these consultations, who provided practical suggestions on how we can enhance social and civic participation of older people, but also, how older people can enhance our communities through their contributions as well.

The Ageing Strategy provides a Positive Ageing Action Plan which will drive the practical implementation of a Positive Ageing approach, and which reflects the aspirations and concerns of community members.

On behalf of Burwood Council, I would like to thank and acknowledge all who were involved in the development of the Burwood Council Ageing Strategy 2011-2016 and I look forward to seeing the results that we will all enjoy as we work together to implement it.

Executive Summary

Background

Over the next forty years, Australia's population is set to double. By 2044, roughly one-quarter of Australia's population will be aged over 65, and there is expected to be a significant increase in the proportion of the persons aged 85 years and over.¹ In response to these expected demographic changes, all levels of government have begun to plan for the challenges and opportunities that an increase in the size and proportion of older citizens in Australian society will bring.

Burwood Council recognises the need to provide sound planning in response to the changing demographic nature of the Burwood local community. The Burwood Local Government Area (LGA) already has a higher proportion of its population aged 65 years and over than does the rest of the Sydney basin (approximately 15% in Burwood, compared to 13% Sydney wide).² And in Burwood, this proportion is expected to steadily increase over the next four years, when approximately 16% of the local population will be aged 65 years or more. By 2036, one in five of Burwood's residents will be aged 65 years or more (approximately 22%)³.

The Ageing Strategy

In response to these expected demographic changes, Burwood Council initiated a process to develop an ageing strategy with the intent of providing a clear vision and a 'whole of Council' approach for achieving the aspirations of Burwood's current and future older residents, and of the broader community of the Burwood LGA.

The Burwood Council Ageing Strategy 2011-2016 is delivered in the context of extensive international and national research relating to healthy ageing, and policy initiatives relating to 'Positive Ageing'. Positive Ageing focuses on encouraging and assisting individuals to maintain and even enhance their independence, quality of life, and civic participation as they enter their later years⁴. On the community level, Positive Ageing is about planning to maximize health, quality of life, and the social, economic and civic participation of older people. It also plans to maximize the considerable contributions that older people make to our community.

The methodology for developing the Ageing Strategy involved a literature review of relevant research (see Appendix for list); community consultations; a community survey; and a survey of all Departments within Burwood Council (see Section 1.5). The resulting Ageing Strategy expresses a vision of an inclusive, active and engaged community which celebrates the contributions of older community members, and supports them to pursue their interests and to participate fully in community and civic life. The Strategy is based on a set of values which guide the implementation of a Positive Ageing approach to whole of Council planning and service delivery. These values include:

- Ageing is a positive process that is to be celebrated and respected.
- Older people have knowledge, skills and experience that are of great value to our community.
- People have a right to 'age in place'.
- Strong partnerships are required to ensure the sustainable planning and delivery of services that support positive ageing.
- Individuals, communities, businesses and governments all have a role to play in developing societies that value the contributions and support the needs of older people.

¹ Productivity Commission (2005), 'Economic Implications of an Ageing Australia', Productivity Commission Research Report, March 2005.

² NSW Department of Planning (2010), 'NSW Statistical Local Area Population Projections, 2006 – 2036', released by NSW Planning Demography Unit, 2010.

³ *Ibid.*

⁴ World Health Organization, (2002), 'Active Ageing: A Policy Framework', WHO/NMH/NPH/02.8

The Burwood Council Ageing Strategy 2011-2016 contains five objectives for Positive Ageing. These are:

Objective 1: Social and Civic Participation

Provide opportunities for older people to participate in social and civic life, and opportunities for generations and cultures to interact.

Objective 2: Promote and Support Active Ageing

Ensure that older people are encouraged and supported to maintain healthy lifestyles, pursue interests, and engage in lifelong learning.

Objective 3: Create Supportive Environments

Create built and economic environments that enable older people to participate in all aspects of community life, and to contribute their experience, knowledge and skills.

Objective 4: Enable Ageing in Place

Ensure that older people have access to quality services that enable them to age in place within the context of the communities and relationships that they have developed over a life time.

Objective 5: Engage in Planning and Partnerships to Support Active Ageing

Undertake planning, and work with other governments, non-government agencies, local businesses and individuals to create opportunities for active ageing.

Positive Ageing Action Plan

Contained within the Ageing Strategy is the Positive Ageing Action Plan. The Positive Ageing Action Plan provides specific strategies and related actions, under each of the five objectives of the Ageing Strategy.

To ensure the greatest compatibility with the Burwood Council Community Strategic Plan 2010-2030, the Positive Ageing Action Plan is cross referenced and linked to the Community Strategic Plan, via the use of Strategy Numbers from the Delivery Plan. Many of these strategies have already been built into the Community Strategic Plan, whilst others may be incorporated following further consultation, and consideration of available budgets.

1. Background

1.1 Why an Ageing Strategy?

Over the next forty years, Australia's population is set to double. By 2044, roughly one-quarter of Australia's population will be aged over 65, and there is expected to be a significant increase in the proportion of the persons aged 85 years and over.⁵ In response to these expected demographic changes, all levels of government have begun to plan for the challenges and opportunities that an increase in the size and proportion of older citizens in Australian society will bring.

At the national level, the Australian Government has outlined a set of principles, goals and strategies to assist state and local governments, as well as businesses and individuals, to plan in this changing demographic context.⁶ In addition, the economic implications of an ageing population were explored in a Productivity Commission paper, and the Australian Government began planning for the budgetary implications in the Intergenerational Reports (2002, 2007 and 2010).⁷

At the local level, Councils are also planning ahead for the expected change in the population ageing profile. The Australian Local Government Association outlined specific challenges for local government with regards to planning in this area. These include⁸:

- providing appropriate infrastructure
- providing appropriate local government services
- managing the financial impacts of the growing number of retirees
- utilising the skills, wealth and business skills of older people

Burwood Council recognises the need to provide sound planning in response to the changing demographic nature of the Burwood local community. The Burwood Local Government Area (LGA) already has a higher proportion of its population aged 65 years and over than does the rest of the Sydney basin (approximately 15% in Burwood, compared to 13% Sydney wide).⁹ In Burwood, this proportion is expected to steadily increase over the next four years, when approximately 16% of the local population will be aged 65 years or more. By 2036, one in five of Burwood's residents will be aged 65 years or more (approximately 22%)¹⁰.

Burwood Council is responding to the opportunities and challenges of an ageing population through delivery of the Burwood Council Ageing Strategy 2011-2016. The Ageing Strategy provides a clear vision and a 'whole of Council' approach for achieving the aspirations of Burwood's current and future older residents, and of the broader community of the Burwood LGA.

⁵ Productivity Commission (2005), *op.cit.*

⁶ Australian Government (2001), 'National Strategy for an Ageing Australia', October, 2001.

⁷ Australian Government (2002; 2007; 2010), 'Intergenerational Reports' see <http://www.treasury.gov.au/igr/> cited June, 2011; and Productivity Commission (2005) *op.cit.*

⁸ Australian Local Government Association (2005), 'Awareness to Action. Local Governments Response to Population Ageing, 2005.

⁹ NSW Department of Planning (2010), *op.cit.*

¹⁰ *Ibid.*

1.2 Positive (Active) Ageing Context

The Burwood Council Ageing Strategy 2011-2016, is delivered in the context of extensive international and national research relating to healthy ageing, and policy initiatives relating to 'Positive Ageing'. Positive or Active Ageing is a concept that is about planning for the future in order to maximize the quality of life, social participation and inclusion of seniors¹¹. Positive Ageing can occur at the individual level and at the community level. For example, the World Health Organisation (WHO) defines Active Ageing as "the process of optimising opportunities for participation, health, and security in order to enhance quality of life as people age".¹²

A major component of Positive Ageing is to challenge the notion of ageing being a process of deterioration and loss on an individual level, and of increasing levels of burden at the community level.¹³ Instead, Positive Ageing focuses on encouraging and assisting individuals to maintain and even enhance their independence, quality of life, and civic participation as they enter their later years¹⁴. On the community level, Positive Ageing is about planning to maximize health, quality of life, and the social, economic and civic participation of older people. It also plans to maximize the considerable contributions that older people make to our community. For example, older people provide significant amounts of support to our community: they are involved in a wide range of volunteer work; are major supporters and users of local libraries; support the arts; promote and stimulate local economic activity; and contribute significantly to social capital.¹⁵

1.3 The Role of Local Government

In general, the role of local government is to look after matters such as the planning and/or management of local:

- roads and footpaths
- public parking
- public parks and gardens
- public libraries and swimming pools
- community services (supporting ageing, disability, children and youth)
- management of community facilities
- issues relating to fencing between properties and the fencing of pools
- companion animals (animal registrations, lost or nuisance animals)
- arranging for garbage collection

Local Governments are empowered to attend to these matters by a range of State legislation including but not limited to, the *Local Government Act 1993*; *Public Health Act 1991*; *Environment Assessment and Planning Act 1979*; *Swimming Pools Act 1992*; and *Companion Animals Act 1998*. Local governments also play an important role in assisting to plan, coordinate, and sometimes deliver a range of community services.¹⁶

The role of local government in relation to responding to an ageing population involves providing advocacy, facilitation, and planning in relation to the provision of infrastructure and services, to meet the diverse needs of older people living within the local community. The Australian Local Government Association (ALGA) has identified that local government, both directly within its own areas of responsibility, but also in partnership with other tiers of government, is well placed to have

¹¹ Hutchinson, T., Morrison, P., Mikhailovich, K., (2006), 'A Review of the Literature on Active Ageing', Healthpact Research Centre for Health Promotion and Wellbeing, University of Canberra, 2006.

¹² World Health Organization, (2002), 'Active Ageing: A Policy Framework', WHO/NMH/NPH/02.8

¹³ Hutchinson *et al*, (2006), *op.cit*.

¹⁴ WHO (2002), *op.cit*.

¹⁵ Southern Cross University, ASLaRC Aged Services Learning and Research Centre, (2010), 'Submission to Tweed Shire Council, Draft Community Strategic Plan 2011/2021.

¹⁶ See the NSW Department of Local Government, Premier and Cabinet, 'Acts and Regulations' accessed from website www.dlg.nsw.gov.au, cited June 2011.

a significant and positive impact on the ageing population.¹⁷ Specifically, the ALGA states that this will be achieved through:

- utilising its “intimate knowledge of the local community” to identify the diverse needs of older people living in the local community
- planning and facilitating the development of built environments and infrastructure which promote healthy ageing and social inclusion
- planning and facilitating the development of local economic environments that contribute to the overall wellbeing, inclusion and participation of older people
- planning and providing or facilitating the delivery of services and programs that are appropriate to the needs of older people
- facilitating the civic participation of older people, by way of ensuring their involvement in local decision making and participation in community networks and relationships
- advocating on behalf of the local communities, with other government and non-government organisations

The Ageing Strategy 2011-2016 covers the scope of these stated roles and responsibilities, and within that scope, provides specific objectives and strategies to address the priorities and concerns of local older residents. The Positive Ageing Action Plan (Sections 4 and 5) specifies how the Ageing Strategy will be put into effect, including identifying the direct role of Burwood Council, as well as the areas where Council will seek to work alongside other stakeholders.

1.4 Other Stakeholders

Although local governments have an important role to play in addressing the needs and aspirations of older citizens, other tiers of government, non-government agencies, and private businesses, are also involved. This section outlines, in general terms, the role of these other stakeholders.

1.4.1 Australian Government

As of 2012, the Federal Government will have full funding responsibility for aged care services in Australia.¹⁸ Community aged care services include services provided under the Home and Community Care (HACC) Program, as well as Community Aged Care Packages and Extended Aged Care at Home packages provided under the Aged Care Program. Through tendering arrangements, local councils may be contracted to deliver some aged care services that are funded by the Federal Government.

The Federal Government is also responsible for providing funds for health related care through Medicare and the Pharmaceutical Benefits Scheme, and provides some funds to State hospitals and other organisations for health related matters. And lastly, the Federal Government is also the provider of payments to individuals receiving the Aged Care Pension, or other pensions.

1.4.2 State Government

Although from 2012 State Governments will not have a direct role in funding aged care services, many of their activities are crucial to supporting older residents. The role of state governments that may relate to the concerns of older citizens include the provision of:

- public hospitals
- a police force
- public transport, main roads and establishment of road rules
- some community aged care services under the HACC program; and
- public housing (Department of Housing)

¹⁷ Australian Local Government Association, (2004), 'Economic Implications for an Ageing Australia, Submission to the Productivity Commission Report', see www.alga.asn.au/submissions/2004/20040924Ageing.php cited June, 2011.

¹⁸ Council of Australian Governments (COAG), (2011), National Health Reform, Heads of Agreement, Communiqué, 13 Feb 2011. www.coag.gov.au/coag_meeting_outcomes/2011-02-13/docs/communique_attachment_20110213.pdf

1.4.3 Non-Government Agencies

Many non-government agencies play an important role in delivering community based aged care and other services. Non-government agencies include organisations such as churches and other religious institutions; registered charities whether or not of a religious nature; some community and neighbourhood centres; and community based organisations that are incorporated as associations.

Local clubs are also of great importance to older community members, and many are supported by the patronage and volunteer efforts of older people.

1.4.4 Businesses

Local businesses contribute significantly to the vibrancy and amenity of the Burwood local community for residents and visitors of all ages. The ageing of the local population is expected to provide unique benefits and opportunities for local businesses. For example, research has identified that older citizens make good customers. The current generation of older citizens generate significant economic activity, and the ageing 'baby boomer' generation are healthier and wealthier than all generations that have come before, and will have higher levels of disposable income. Senior citizens also tend to shop locally.¹⁹

Seniors, however are not just good customers, they also make good workers. Local business can benefit significantly from employing mature aged workers. For example, the Human Rights and Equal Opportunity Commission has identified that:²⁰

- workers aged 55+ are five times less likely to change jobs compared with workers aged 20-24
- mature workers have increased retention rates, lower rates of absenteeism, lower rates of workplace injury, decreased costs of recruitment and greater investment returns on training
- mature workers will give businesses a marketplace advantage by reflecting the diversity of the customer base as the Australian population ages
- mature aged Australians are the fastest growing users of information technology

The Burwood Council Ageing Strategy 2011-2016 addresses a number of areas that are of relevance to local businesses, specifically in the area of creating age friendly built environments which support economic activity, and promoting future business planning for an ageing population of future workers and customers.

1.5 Methodology for developing the Ageing Strategy

The Burwood Council Ageing Strategy 2011-2016 has been developed through the efforts of a large number of individuals. This section outlines the range of sources used to inform the development of the Ageing Strategy.

1.5.1 Review of Literature

The process for the development of the Strategy was underpinned by a substantial review of literature relating to the following matters:

- Australian and local demographics and demographic trends
- economic and social impacts of ageing populations
- positive Ageing
- cultural diversity and ageing
- the community aged care industry in Australia
- planning of the built environment in relation to ageing issues
- housing and ageing issues

¹⁹ Southern Cross University, (2010), *op.cit.*

²⁰ Human Rights and Equal Opportunity Commission, (Unknown Date), 'Mature Workers: Myths and Facts Around Older Workers', Australian Human Rights Commission available at http://hreoc.gov.au/matureworkers/2_myths.html cited June 2011.

1.5.2 Community Consultations

Council conducted a series of community consultations to inform the development of the Ageing Strategy. A total of 71 participants attended the five focus groups. The consultations included a significant focus on the major culturally and linguistically diverse (CALD) community groups of the Burwood LGA. These were:

- Chinese community – 24 participants (18 female, 6 male) together with representatives from CASS (Chinese Australian Services Society), and the Chinese Nursing Home Association.
- Korean community – 12 participants (11 female, 1 male) together with representatives from the Korean Community Association and The Smith Family.
- Italian community – 8 participants (3 female, 5 male) together with representatives of Co.As.It and Home Care.
- Greek community – 14 participants (1 female, 14 male) together with representatives of the Greek Welfare Association.

An additional focus group was held for people aged over 55 years residing in the Burwood LGA, attended by 13 participants (10 female, 3 male).

The focus groups were conducted over 3 hours, in an informal, relaxed environment. The consultation questions were:

- “What are the issues we face as we grow older in Burwood?”
- “What do we need to support us as we grow older in Burwood?”

A summary of the issues raised in the consultations is found in section 2.2 of this document.

1.5.3 Community Survey

A community survey was conducted and achieved responses from 91 people. Of these respondents, 69 (or 75.82%) reside in the Burwood LGA. Characteristics of the survey respondents included:

- 77 out of 91 of the respondents (or 84.61%) identified as being aged 55 or over (13 did not answer the question);
- 72 out of 91 of the respondents (or 79.12%) were female; 18 out of 91 (or 19.78%) were male; and 1 respondent (1.09%) did not respond to the question.

The survey asked a range of questions relevant to active ageing including:

- involvement in community groups
- involvement in health activities
- involvement in shopping and leisure activities
- transport and pedestrian access
- safety concerns and perceptions

A summary of the findings of the survey is found in section 2.3 of this document.

1.5.4 Survey of Burwood Council Departments

A survey was conducted of staff and managements of all Departments within Burwood Council. The scope of the input included information relating to:

- Health and Environment
- Building and Development
- Strategic Planning
- Library and Home Library Services

- Home and Community Care and Podiatry Services
- Community Services
- Finance and Rates
- Parks and Reserves
- Local Roads and Road Safety
- Human Resources (employment within Burwood Council).

A summary of issues raised is found in section 2.4 of this document.

1.6 Where does the Ageing Strategy fit in with Council's Plans?

Burwood Council is committed to effective, long term planning in order to achieve our vision of making Burwood a vibrant and prosperous community that is proud of its history and heritage. In order to achieve medium and long term objectives, Council plans all its activities and initiatives using an integrated planning framework.

The Burwood Council Community Strategic Plan 2010-2030 is the long term planning document which integrates the various activities, programs and strategies of Burwood Council. The Community Strategic Plan 2010-2030 was based on extensive community engagement and consultations with stakeholders.

The Community Strategic Plan 2010-2030 is underpinned by:

- the four year Delivery Program, which outlines the specific programs and projects that Council will undertake in order to meet the community's identified priorities and goals
- an annual Operational Plan and Budget, which details the activities to be delivered in each financial year, and the associated expenditures associated with them

These planning and operational documents are working documents that will be reviewed against performance targets and measures, and adjusted as needed. The outcomes of the Burwood Council Ageing Strategy 2011-2016 will be incorporated into these integrated planning documents.

To ensure the greatest compatibility with the Burwood Council Community Strategic Plan 2010-2030, the Positive Ageing Action Plan (within the Ageing Strategy) is cross referenced and linked to the Community Strategic Plan, via the use of Strategy Numbers from the Delivery Plan.

1.7 Format of the Ageing Strategy Action Plan

The Ageing Strategy 2011-2016 contains five objectives for Positive Ageing. Strategies are then listed for each objective, and actions relevant to the strategies are also provided. Many of these strategies have already been built into the Community Strategic Plan, whilst others may be incorporated following further consultation, and consideration of available funds.

1.8 What will be done with the Ageing Strategy?

The Strategy will be incorporated into the integrated planning documents (Community Strategic Plan 2010-2030, Delivery Program and Operational Plans and Budgets). The approved Ageing Strategy 2011-2016 will also be distributed to all managers and work areas within Council's operations. It will also be placed on Council's website at www.burwood.nsw.gov.au in a format that will permit reading or download.

The approved Ageing Strategy 2011-2016 will be a living document and will be constantly monitored and refined. Although its life span is five years, annual modifications may be made should the situation require. These modifications will be incorporated in the annual revisions of Council's Operational Plans.

All actions that are incorporated into Council's Operational Plans will be regularly reported to Council, and reported annually to the community in Council's Annual Report.

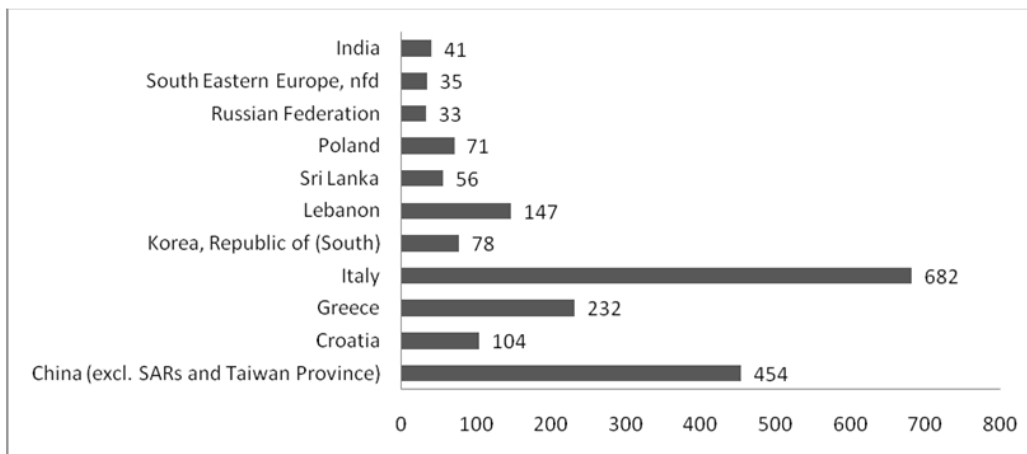
2. Focus on Burwood

2.1 Demographic Snapshot

Burwood LGA is an area of 7.1 sq km and has an estimated population of 33,269.²¹ The population of Burwood largely consists of younger persons, with approximately 75% of the population being under the age of 55, and approximately 25% being aged 55 years or over. The largest age group (5 year age band) within the Burwood LGA are those aged 25-29 years (approximately 3,841 persons or 12% of total population of Burwood), followed closely by the group of young persons aged between 20-24 years (3,230 persons or 10%). The population of Burwood LGA is also very culturally and linguistically diverse, with approximately 49% of residents having been born overseas. Approximately 0.4% of persons who reside in Burwood identified as being of Aboriginal or Torres Strait Islander descent.²²

A significant proportion of older persons residing in Burwood are from CALD backgrounds. For example, approximately 15% of the Burwood population aged 65 years or more were born in Italy, whilst approximately 10% were born in China. Smaller, although still significant numbers of persons aged 65 years and over living in Burwood, were born in Greece, Lebanon, Croatia, Korea and Poland.²³

Fig.1. Countries of Birth of Persons aged 65 and over, Burwood LGA (Source: ABS, 2006)²⁴



Currently, it is estimated that Burwood has approximately the same proportion of persons aged 65 and over than does the rest of NSW (approximately 15%). Over the next four years, the growth in the proportion of persons aged 65 and over in Burwood is expected to keep pace with the NSW trend. For example it is estimated that by 2016, the proportion of both the NSW and the Burwood population that will be aged 65 or over is estimated to be 16%.²⁵ For Burwood however, the fastest growth rate in the Burwood population will be amongst the 80+ year old cohort, which will increase from an estimated 5% in 2011, to an estimated 9% in 2016.²⁶ In comparison in NSW, the proportion of persons aged 80 years or more will increase minimally from 4.1% of the total population in 2011, to 4.3% of the total NSW population.

²¹ Australian Bureau of Statistics, (2010), 1379.0.55.001 National Regional Profile, Burwood (A), 2004-2008.

²² *Ibid.*

²³ Australian Bureau of Statistics, 2006 Census of Population and Housing, Cat. No. 2068.0 - 2006 Census Tables.

²⁴ *Ibid.* Note: nfd is persons who stated their date of birth as Yugoslavia; SARs is the Special Administrative Regions of China.

²⁵ NSW Department of Planning (2010), *op.cit.*

²⁶ *Ibid.*

Fig.2. Projected Population 2011-2036, Burwood LGA (Source: NSW Department of Planning (2010)²⁷)

Age	2006	2011	2016	2021	2026	2031	2036
55-59	1730	1810	2030	2270	2450	2730	3010
60-64	1280	1610	1750	2050	2280	2480	2790
65-69	1200	1240	1600	1820	2130	2390	2620
70-74	1040	1150	1260	1700	1940	2290	2590
75-79	1010	970	1140	1350	1820	2090	2480
80-84	760	840	860	1080	1320	1790	2090
85+	710	880	1080	1280	1590	2030	2770
Total Aged 55+	7730	8500	9720	11550	13530	15800	18350
% of Total Population	23.85	24.9	26.12	27.56	29.09	30.8	32.65
Total Population of Burwood	32400	34,100	37,200	41,900	46,500	51,200	56,200

2.2 Summary of Community Consultations

The following section provides a summary of the themes and issues raised by older persons during the community consultations.

2.2.1 Transport and Parking

Access to transport is a major issue for older people living in Burwood. The Burwood LGA is comparatively well serviced with bus and train transport links. In addition, CityRail and Sydney Buses are continually improving the accessibility of train and bus services.²⁸ Some bus shelters and seating is provided by Burwood Council, the cost of which is offset by advertising.

Local older persons have, however, identified a number of areas where the accessibility and amenity of transport services in the local area could be improved. Comments include:

- providing a lift at Burwood Railway Station (note: this has now been completed and is operational)
- placing accessible toilets on the ground level (note: now completed and operational)
- increasing the disability awareness of bus drivers with regards to the impacts of mobility and visual / hearing impairments experienced by many older persons using the buses

The HACC Program, via the NSW Department of Transport, funds Community Transport for frail older people who are unable to access public transport. The local Community Transport service is highly regarded by the older people who use the service. However, there is reported to be significant waiting lists that can make accessing the community and attending vital medical appointments difficult.

Focus group participants also said they would like a shuttle bus service in the local Burwood area, to provide short trips for shopping, attending local medical appointments and getting to Concord Hospital.

Parking in Burwood is a significant issue for older people, according to the focus group participants. Time limited parking (of 2 hours) makes it difficult for some to attend to shopping and medical appointments. Focus group participants report that large 4-wheel drive vehicles pose parking hazards for senior drivers as they impede their line of vision when entering and exiting a parking space. Focus group participants suggested specific areas for parking 4-wheel drive

²⁷ NSW Department of Planning (2010), *op.cit.*

²⁸ NSW Ministry of Transport (2007), Accessible Transport Action Plan for NSW Transport, Roads and Maritime Agencies, NSW Government, accessed from http://www.transport.nsw.gov.au/using_trans/access-trans-action-plan.html, cited June 2011

vehicles in shopping centres to minimize these hazards.

2.2.2 Road and Pedestrian Safety

Older residents of Burwood enjoy having pedestrian access to many areas, and some people use these access ways with the assistance of motorized scooters, wheelchairs or walking frames. Some of the suggestions for improvements in these areas provided by focus group participants include:

- Continued improvements to footpaths including repairing cracked and broken footpaths, and removing weeds (which cause obstacles for people using wheelchairs and walking frames).
- Improved pedestrian crossings and access ways near roundabouts. Suggestions include providing clearly designated crossing zones, and ensuring that shrubbery and trees around the roundabouts are kept well trimmed, to ensure good sight lines for both drivers and pedestrians.
- Increased surveillance by Council Rangers to ensure that dogs are kept on-lead when being walked on streets and in on-lead parks. Increase public awareness campaigns and facilities to encourage dog owners to clean up after their dogs' droppings in public places.
- Increased monitoring by the NSW Police Force with regards to 'drag racing' that is reported to be occurring at night in certain places.
- Better placement and monitoring of signage placed on footpaths by local business owners. These cause significant hazards to people who are blind or have low vision.

2.2.3 Community Safety

Whilst the majority of older people feel safe in their homes and believe that Burwood is a safe place to live, some report feeling vulnerable when in the community. Focus group participants mentioned concerns about assaults, robberies, and general harassment occurring around the railway station, particularly at night. Some focus group members said there was also a need for improved lighting on some streets in Burwood.

Of particular concern to older people is the fear of being a target for unscrupulous tradespeople, or home and garden maintenance businesses. Older people would like to see local initiatives aimed at addressing these concerns.

2.2.4 Social Activities

Older people living in Burwood report being involved in a wide variety of social activities such as computer classes, English classes, Tai Chi, gentle exercise, information lectures and aqua aerobics. Focus group participants also reported being very pleased with the range of social activities organised by Burwood Council's Age and Disability Worker.

Focus group participants said they would like to see more opportunities for social activities and would like access to affordable community facilities in which to meet and partake in activities. Suggestions also included approaching local churches, clubs and business about providing premises for seniors activities. Some suggestions for activities include going on bus trips, mixing with different cultural groups, and sharing the skills that they have (such as calligraphy) with young people.

An interest in mixing with each other, with diverse cultures, and with younger people was expressed by focus group participants. They also said they would enjoy attending information and education sessions and passing on their own knowledge to others.

Participants said they would like aqua aerobics sessions that are not too vigorous, that they could participate in on a regular basis.

The HACC Program funds some social support and group based activities for older people who

need assistance to access social and other activities. These can range from having the support of a volunteer to go shopping with them, or take them on an outing; or it could be group based events either at a centre, or going on an outing with the group. Focus group participants said they would like more of these types of opportunities available. Specific CALD seniors groups reported a significant need in this area.

Tai Chi in the park is a very popular event, however participants said they would appreciate some undercover areas for times when it rains.

2.2.5 Housing

Focus group participants believe there is a need for more public housing for older people living in the Burwood area. Participants also said they would like to see possibilities explored for the development of low cost private housing for older people in the Burwood area.

All focus group participants said they wished to live independently in their own homes for as long as possible, however they were finding many tasks of maintaining their house and garden too physically demanding. Concern was expressed about the cost of minor maintenance and modifications, and also there was concern about unscrupulous tradespeople or maintenance businesses taking advantage of them.

2.2.6 Health

Maintaining optimum physical and mental health is essential to us all. Focus group participants identified a number of areas where Council could assist them to maintain their health and wellbeing – particularly by planning age friendly environments; and assisting in to enhance social participation of older people.

Areas where focus group participants would like to see improvements include having more general practitioner and specialist medical services located in Burwood. In particular, participants said they would like a 'one-stop-shop' Medical Centre.

Focus group participants from a Chinese background said they would like to see Chinese Herbalists in the local area and Medicare rebates for Chinese alternative medical treatments.

2.2.7 Volunteering

Strong interest was expressed in participating in volunteer activities in the local area including assisting on environmental projects to clean up local parks, and sharing their skills in art and calligraphy with local high school students. Focus group participants were particularly interested in interacting with the younger generations and believe this is a helpful strategy to foster cross cultural and inter generational understanding and friendships.

2.2.8 Communication and Information

Focus group participants appreciated the efforts that Burwood Council has undertaken to communicate information relevant to local activities, events and news. Some improvements suggested in this area include more promotion about activities for seniors and more information available on Council's website, particularly in languages other than English.

2.3 Community Survey

A community survey was conducted to further seek input from the local community on issues relating to the Ageing Strategy. A total of 91 responses were received, 69 (or 75.82%) of which were from persons who reside in the Burwood LGA. In addition, approximately 84% of respondents identified as being aged 55 years or over, and 55 (or 60.43%) identified as being aged 71 years or over.

Results of the survey show that active ageing is occurring in Burwood. Survey results that demonstrate this include:

- Public transport is becoming a prominent form of transport with 33 respondents (or 36.5%) reporting their main form of transport as "public transport" and 35 respondents (or 38.5%) reporting a combination of car and public transport.
- Seniors are involved in a range of community groups including Clubs / Rotary / View / Probus / RSL- 16 (17.58%); Seniors Social Group- 16 (17.58%); Church- 10 (10.98%); Seniors Computer Club 9 (9.89%); Woodstock activities 8 (8.79%); Movies 7 (7.7%); Library 7 (7.7%); and Volunteering 6 (6.6%).
- Most of the survey respondents are involved in exercise - 81 (or 89.01%). The forms of exercise include: Brisk walking – 51 (56.04%); Gentle exercise with a group- 23 (25.27%); Exercise using machines in the gym- 8 (8.79%); Exercise at home- 7 (7.69%); and Slow walking- 7 (7.69%).

However, respondents also provided information on how Active Ageing might further be supported, including enhancing opportunities for older people to be involved in: Bus trips/outings 5 (5.49%); a Walking Group 3 (3.31%); Exercise Group 2 (2.2%); Activities for high care people and carers 2 (2.2%); and More plays 2 (2.2%).

One of the greatest concerns of survey respondents related to safety. Of the respondents, 1 in 3 (or 30.77%) indicated that there were places in Burwood where they feel unsafe. These places include: Streets in general- 6 (6.59%); anywhere dark - 5 (5.49%); Burwood Park- 4 (4.40%); and the Railway Station- 3 (3.3%).

Suggestions to improve safety include: More police - 16 (17.58%); Improve lighting - 9 (9.89%); Safer walkways/fix pavements - 3 (3.3%).

2.4 Survey of Burwood Council Departments

Burwood Council conducted a survey of staff and management of Council's Departments. Survey responses identified a range of areas where Council is already actively involved in implementing initiatives supporting Active Ageing and areas where further work could occur. A summary of results include:

- Working with State and non-government partners in the area of assisting older people to maintain their properties (such as through the provision of HACC garden maintenance or garden conversion services).
- Working with State and non-government partners to develop legislative frameworks, strategies and services to assist local residents who may be affected by squalor or hoarding.
- Implementing the changes to State Government legislation that allows affordable housing to be more easily obtained in residential areas, such as increasing the supply and diversity of residences that meet the needs of seniors or people with a disability, and making efficient use of existing infrastructure and services.
- Promoting active ageing in the management of the built environment (such as foot path and parks and reserves maintenance).
- Identifying resources and strategies for the Library Services (including Home Library Service) to continue to meet the needs of older residents.
- Continue to enhance the HACC Podiatry Service to meet the increasing podiatry needs of older persons living in the community.
- Encourage greater accessibility in outdoor commercial environments (such as outdoor cafes).
- Continue to enhance the volunteer opportunities for older residents by further developing the Volunteer Recruitment and Training Services (VolNet).
- Develop a Communication Strategy to improve/increase communication with a diverse, ageing population.
- Develop a Community Engagement Strategy to ensure active participation of a diverse

population with significant knowledge and skills base with diverse ranges of income and abilities.

- Develop an Intergenerational Programs Delivery Strategy to encourage cross-generation and cross-cultural communication and promote community cohesion.
- Develop a Community Safety strategy that incorporates residents' rights with responsibilities in ensuring personal and community safety.
- Asset Management Plan (under the Action Plan) developed to cover footpaths, roads and drainage construction and maintenance, to respond to the needs of a growing ageing population.
- Ensure that design of local parks and reserves take into account the needs of older residents, such as through the provision of amenities and locating them strategically to encourage usage and foster feelings of safety.
- Continue to be involved in pedestrian safety initiatives targeting older people, such as the Seniors Pedestrian Project (Watch Out Cars About); delivering "Road Safety Awareness Workshops" to local seniors groups; displaying promotional materials such as RTA brochures and utilising the RTA pedestrian messages/artwork for bus shelter.

2.5 How Council Currently Supports Older People

Burwood Council is engaged in a wide variety of activities that either directly or indirectly support the needs or cater to the interests of older residents.

Burwood Council takes a "Positive Ageing" approach to all of its planning and service delivery initiatives. This approach can be seen in the work Council has been engaged in to:

- plan accessible and attractive environments that encourage physical activity and social participation
- encourage the development of affordable housing
- increase social and civic participation amongst older people, including planning opportunities for inter-generational interaction
- deliver seniors' activities and adult learning opportunities for seniors
- deliver a volunteer recruitment, training and placement service which assists older people and others to fully participate in, and contribute to, their local community
- deliver community based podiatry services for frail older people
- provide active ageing activities for older people
- provide library services which stimulate the mind and support lifelong learning

Some of the specific initiatives delivered by Burwood Council include:

- Burwood Council runs a monthly Seniors Group – the program's activities include a range of topics of interest including aged care, health, nutrition and general information. Burwood Council also coordinates two bus trips per year for seniors.
- Pensioner concession rebate on rates; pensioner concession fees for venue hire for seniors groups at Council's community centres; and pensioner concession for entry to Enfield Swimming Pool.
- Burwood Council's Enfield Pool runs swimming classes called "Aqua Aerobics" for mature members of the community.
- Burwood Council's Woodstock Community Centre runs quarterly "Have a Go" Programs which provide exercise classes, information sessions and other adult learning programs suitable for seniors.
- Burwood Council supports and organises the annual Seniors Week to celebrate the achievements and contributions of seniors in the community.
- The 'Seniors Guide' which provides information on local services and general information of relevance to older people.

- Burwood Library provides a Home Library Service to older people who are permanently or temporarily housebound. "Housebound" persons are those who are unable to visit the library themselves due to age, illness or incapacity. More active seniors tend to favour the library services that stimulate the mind, such as the use of computers and state-of-the-art electronic resources, or information sessions on health and well being. Persons aged 55 and over account for 21.4% of the Library's clients.
- Support provided to the Burwood Seniors Computer Club Inc. through reduced lease arrangement of its Club office at the Burwood Community and Cultural Centre.
- Resources and other support provided to Burwood Meals on Wheels (a service managed by Burwood Community Welfare Services).
- Volunteer Network, a HACC Program funded service that recruits, trains and places volunteers in the local community.
- Home and Community Podiatry Services, a HACC Program funded service, providing community based podiatry services to frail older people and people with disabilities (this service covers 7 LGAs including the Burwood LGA).
- A coordination and support role for all HACC Program funded services operating in Burwood, Ashfield, Canada Bay, Strathfield and Leichhardt LGAs. The HACC Development Officer plays a major role in advocating for, and assisting in the delivery of, quality community based aged care services.
- On request Burwood Council's waste management service will take out and return garbage bins to the older residents' property under Council's "Infirm Service".
- A nature strip mowing service for pensioners upon request.
- Frail aged residents are assisted to replace their smoke alarm batteries at least once a year through the SABRE (Smoke Alarm Battery Replacement scheme) project in cooperation with the NSW Fire Brigades based in Burwood.

3. Positive Ageing Values and Objectives

The Ageing Strategy 2011-2016 is based on a set of values which guide the implementation of a Positive Ageing approach to whole of Council planning and service delivery. The five key Objectives, outlined in the Ageing Strategy, drive the practical implementation of this approach and reflect the aspirations and concerns of community members.

3.1 Burwood Council's Positive Ageing Vision and Values

Our vision is of an inclusive, active and engaged community which celebrates the contributions of older community members, and supports them to pursue their interests and to participate fully in community and civic life.

Our values include:

- Ageing is a positive process that is to be celebrated and respected.
- Older people have knowledge, skills and experience that are of great value to our community.
- People have a right to 'age in place'.
- Strong partnerships are required to ensure the sustainable planning and delivery of services that support positive ageing.
- Individuals, communities, businesses and governments all have a role to play in developing societies that value the contributions and support the needs of older people.

3.2 Burwood Council's Positive Ageing Objectives

3.2.1 Social and Civic Participation

Provide opportunities for older people to participate in social and civic life, and opportunities for generations and cultures to interact.

3.2.2 Promote and Support Active Ageing

Ensure that older people are encouraged and supported to maintain healthy lifestyles, pursue interests, and engage in lifelong learning.

3.2.3 Create Supportive Environments

Create built and economic environments that enable older people to participate in all aspects of community life, and to contribute their experience, knowledge and skills.

3.2.4 Enable Ageing in Place

Ensure that older people have access to quality services that enable them to age in place within the context of the communities and relationships that they have developed over a life time.

3.2.5 Engage in Planning and Partnerships to Support Active Ageing

Undertake planning, and work with other governments, non-government agencies, local businesses and individuals to create opportunities for active ageing.

4. Positive Ageing Action Plan - Strategies

Strategies	Actions	Delivery	Responsibility	Timeframe
		Program Reference		
Objective 1 – Social and Civic Participation				
<i>Provide opportunities for older people to participate in social and civic life, and opportunities for inter-generational and inter-cultural interaction.</i>				
Establish community development projects to engage seniors in local environmental initiatives	Explore opportunities to encourage local seniors to participate in environmental initiatives – such as volunteering for Land Care or other initiatives.	3.3.2	Community Services Environment and Health Media and Communications	2012-13
Provide opportunities for older people to participate in education sessions on native plants and animals.	Environment and Health, supported by the Ageing and Disability Worker, to offer a presentation to local seniors groups on native plants and animals (HACC funded interpreters can be used to access CALD seniors groups).	3.3.7	Community Services Environment and Health Landscape and Urban design	2012-13
Hold a program of workshops to encourage older people to implement sustainable practices around the home and provide these in different languages.	Promote the workshops to seniors services through HACC Forums. Environment and Health to liaise with interested seniors groups to provide presentations to seniors (HACC funded interpreters can be used where needed).	3.3.1	Environment and Health Community Services	2013-14
Encourage the development of mutual respect and support between older people and young people.	Promote school events (such as plays or performances) to seniors groups such as HACC Social Support and Centre Based Day Care services, to encourage seniors groups to attend school performances and events.	2.2.1	Community Services	Ongoing

Strategies	Actions	Delivery		Responsibility	Timeframe
		Program Reference			
Explore partnerships and opportunities to foster improved community connections.	Aged and Disability worker to liaise with youth services to provide opportunities for seniors to share their interest and skills with local primary and high school students.	2.2.4	Community Services	Ongoing	
Provide information on Council's services and activities using communications that can be accessed by older people in the community.	<p>Website to provide information on key Council services in community languages.</p> <p>Prepare media releases for all major events and initiatives of Council.</p> <p>Include ethnic media (print and radio) in the media releases.</p> <p>Translate information on key Council services into community languages, in printed form and on Council's website.</p>	1.4.1 1.5.2 2.4.3	Media Communications and Events Library Community Services	Ongoing Website updates	
Develop strategic partnerships with multicultural service providers to support the social and civic participation of older persons of CALD backgrounds.	<p>Ageing and Disability Worker to liaise with multicultural service providers to provide a range of activities and gentle exercise (promoting active ageing).</p> <p>Ageing and Disability Worker to liaise with multicultural services to promote seniors activities during Harmony Day.</p>	1.5.3	Community Services Library	2012-13	
Identify community leaders as a means of engaging multicultural groups.	Liaise with CALD service providers of age care to promote the use of "elders" to engage multicultural groups.	1.5.1	Community Services	2011-12	

Strategies	Actions	Delivery	Responsibility	Timeframe
		Program Reference		
<p>Objective 2 - Promote and Support Active Ageing <i>Ensure that older people are encouraged and supported to maintain healthy lifestyles, pursue interests, and engage in lifelong learning.</i></p>				
<p>Provide a range of healthy ageing activities.</p>	<p>Develop a range of low cost activities and exercise opportunities for older people to enjoy.</p> <p>Liaise with multicultural organisations to partner in providing opportunities for social activities for seniors – such as dancing, calligraphy, Chinese painting, gentle exercise, computer classes and English classes.</p> <p>Provide planning and promotion assistance to seniors who would like to arrange informal social networking and activities.</p> <p>Ageing and Disability Worker to liaise with seniors agencies in the Inner West that are promoting active ageing initiatives.</p> <p>Aged and Disability Worker to liaise with Enfield Pool to provide Aqua Aerobics class suitable for seniors.</p> <p>Ageing and Disability worker to investigate the feasibility of arranging occasional low cost seniors bus trips to wildlife parks or recreation areas.</p> <p>Deliver information sessions to seniors on healthy lifestyles, healthy ageing, and social connection.</p> <p>Provide library services of interest to older people.</p> <p>Continue to provide a Home Library Service to older people who are house bound.</p>	1.5.4	Community Services Library	2012-13 and Ongoing

Strategies	Actions	Delivery	Responsibility	Timeframe
		Program Reference		
Objective 3 - Create Supportive Environments Create built and economic environments that enable older people to participate in all aspects of community life, and to contribute their experience, knowledge and skills.				
Maintain clean and attractive streets that are pleasant and accessible for older people.	Maintain and improve Council's network of footpaths through regular maintenance and the Walksafe Program. Provide asset management plans for civil assets including kerb and gutter, footpath, storm water and roads in order to enhance access for older people.	1.1.1	Assets and Civil Design Works Operation	Ongoing
Investigate feasibility of the development of a local shuttle bus service that is accessible to older people.	Investigate the viability of establishing and operating a community shuttle bus through the Burwood LGA.	4.1.3	Traffic and Transport Community Services ADO Inner West Community Transport	2013-14
Provide high quality bus shelters that promote and support community access by older people.	Assess all bus stops for adequate facilities and shelters where possible.	4.1.4	Traffic and Parking Compliance	Ongoing
Develop a whole of LGA parking strategy that includes the interests and needs of older people.	Implement and review Burwood Public Parking Strategy. Annual review of Parking Strategy to include information provided by the Ageing Strategy consultations.	4.2.4	Traffic and parking Compliance	Ongoing

Strategies	Actions	Delivery	Responsibility	Timeframe
		Program Reference		
Consider older pedestrians as key stakeholders in traffic management planning.	Design of traffic facilities such as pedestrian refuges, roundabouts and cycle ways that are safe and accessible for older people. Remove visual impediments (shrubs, trees) at roundabouts to improve safety for seniors.	4.2.6	Traffic and Parking Community Services	Ongoing
Encourage flexibility in planning and work collaboratively with Council, the private sector and other agencies to create affordable housing for older people.	Investigate opportunities to deliver affordable housing options for older people in Burwood LGA with private sector and agencies.	4.4.2	Community Services ADO Strategic Planning	2013-14
Ensure footpath design aims to increase pedestrian only spaces for improved pedestrian access and safety of older people.	Delineate between pedestrian only and shared footpaths.	4.5.1	Assets and civil Design Community Services	Ongoing
Improve street lighting and lighting in public places.	Review Council's Street Lighting Program with a view to balancing safety, environmental and sustainability aspects.	4.5.2	Assets and Civil Design Community Services	Ongoing
Ensure access by older people, to the main shopping precinct, and to local services and facilities.	Improve accessibility of the town centre for seniors by installing ramps and lifts.	4.3.7	Assets and Civil Design Community Services	Ongoing

Strategies	Actions	Delivery	Responsibility	Timeframe
		Program Reference		
<p>Objective 4: Enable Ageing in Place <i>Ensure that older people have access to quality services that enable them to age in place within the context of the communities and relationships that they have developed over a life time.</i></p>				
Promote low maintenance, low water usage gardens.	Ageing and Disability Worker, and Environment and Health to liaise with HACC Funded Garden Aid services to promote the value of low maintenance, low water using, native habitat gardens to communities of CALD backgrounds.	Link 3.3.7	Community Services Environment and Health	Ongoing
Undertake a review of existing community spaces and how well they are utilised by older people through consultation with the community.	Consult with older people (via seniors groups and HACC and aged services networks) on their use of community spaces.	4.3.1	Community Services	2012-13
Identify new spaces and facilities that could be used through partnerships with schools, churches, companies etc.	Develop a community facilities strategy that incorporates the findings of the Ageing Strategy consultations – specifically that there is a need for affordable seniors meeting rooms.	4.3.3	Community Services	2012-13
Provide improved access to health and medical services, including mental health support, aged care services, family support.	Identify health and medical services for older people in the inner west region. Liaise with NSW Health, NSW Dept of Human Services (Ageing, Disability and Home Care) and Community Transport on the provision of transport to required medical services for older people.	4.6.1 4.3.6	Community Services	2011-12 (list) Other actions ongoing

Strategies	Actions	Delivery Program Reference	Responsibility	Timeframe
	<p>Liaise with Community Transport services on providing services to seniors of CALD backgrounds.</p> <p>Liaise with NSW and Federal health planning bodies regarding the outcomes of the Ageing Strategy consultation strategies – specifically the desire for a ‘one stop shop’ medical centre in Burwood.</p> <p>Ageing and Disability Worker, in partnership with local hospitals and community health centres, to investigate providing “medication safety” information sessions, and other health and healthy ageing related community talks to seniors.</p> <p>Provide access to HACCC funded podiatry services for frail older people.</p>			
<p>Objective 5 - Engage in Planning and Partnerships to Support Active Ageing Undertake planning, and work with other governments, non-government agencies, local businesses and individuals to create opportunities for active ageing.</p>				
<p>Work with key partners and the community to reduce crime and address the safety concerns of older people in the community.</p>	<p>Work in partnership with Police on community safety and crime prevention projects that are targeted to the concerns of older people.</p> <p>Work in partnership with Police and others to develop information sessions and/or other resources addressing the crime and community safety issues of older people in the community.</p> <p>Partner with Police to disseminate community safety and crime prevention information to older people via HACCC, aged care, and CALD networks.</p>	1.1.2	Compliance Community Services	Ongoing

Strategies	Actions	Delivery	Responsibility	Timeframe
		Program Reference		
Pursue partnerships and opportunities including with neighbouring councils and organisations, to access additional funding to maintain, upgrade and develop new recreational facilities and meeting places for older people in the community.	Actively apply for grants to provide community and recreational facilities that can be used by older people. Work in partnership with the multicultural organisations to pursue additional funding for CALD communities that are requiring opportunities for social engagement and activities.	1.2.2	Community Services	Ongoing
Share consultation information on parking issues with private car park providers in the local area.	Liaise with shopping centre management and provide the outcomes of consultations on the issue of parking for seniors and safety issues relating to car parks.	4.2.4	Traffic and Parking Community Services	Ongoing
Develop programs to strengthen and sustain small businesses in the context of the ageing of the population.	Develop information on the business case for planning for future customers being of advanced age - targeting services and access to seniors as future customers, and promote this information to local small businesses.	5.2.1	Environment and Health Media communications Community Services	Ongoing
Promote employment opportunities for older people.	Identify opportunities of employment, training and mentoring programs for older people, or utilising older people's skills and knowledge as mentors.	5.3.3	Community Services	2013-14

Glossary

ALGA	Australian Local Government Association
CALD	Culturally and Linguistically Diverse
HACC	Home and Community Care (Program)
HREOC	Human Rights and Equal Opportunity Commission
LGA	Local Government Area

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Burwood Council

heritage ▪ progress ▪ pride

Multicultural Strategy

for the CALD Community in
Burwood 2013-2016

Adopted 21 October 2013
www.burwood.nsw.gov.au

SUMMARY IN LANGUAGES OTHER THAN ENGLISH

English
<p>Burwood Council recognises and celebrates cultural diversity within the community. The Multicultural Strategy demonstrates Council's commitment to developing an inclusive community, where all cultures are respected and valued. The strategy describes how Council will work towards ensuring its programs, services and facilities are accessible to residents from culturally and linguistically diverse backgrounds. The strategy reflects Council's commitment to working together with the community to strengthen engagement, build relationships and maintain community harmony.</p> <p>For information about Burwood Council's Multicultural Strategy in a language other than English, contact the Community Development section on 9911-9911, or the Translating and Interpreting Service (TIS) on 131-450.</p>
Arabic
<p>يؤمن مجلس مدينة بيروود ويحتفي بالتنوع الثقافي في المجتمع. تعكس استراتيجية التنوع الثقافي التزام المجلس بتنمية مجتمع يتسم بالمشاركة ويحترم ويقيم جميع الثقافات. كما تصف الاستراتيجية الكيفية التي سوف يعمل بها المجلس من أجل ضمان وصول السكان بمختلف خلفياتهم الثقافية واللغوية لبرامجه وخدماته ومرافقه. وتعكس الاستراتيجية أيضاً التزام المجلس بالعمل سوياً مع أفراد المجتمع لتعزيز الإشراف وبناء علاقات والحفاظ على الانسجام.</p> <p>لمزيد من المعلومات عن إستراتيجية مجلس مدينة بيروود للتنوع الثقافي بلغاتٍ خلاف الإنجليزية، يُرجى الاتصال بقسم تنمية المجتمع على الرقم 9911-9911، أو الاتصال بخدمة الترجمة التحريرية والشفهية (TIS) على الرقم 131-450.</p>
Chinese Simplified
<p>伯伍德 (Burwood) 市议会赞赏并弘扬社区多元文化。《多元文化策略》展示了市议会努力建设一个尊重和珍视所有文化的包容性社区的决心。该策略描述了市议会为确保多元文化和语言背景居民均能参与其各项计划、享受各项服务和设施而将要采取的举措，并体现了市议会积极与社区协作，加强参与、建立关系和维持社区和谐的承诺。</p> <p>使用英语之外的其它语言查询有关伯伍德 (Burwood) 市议会《多元文化策略》的信息，请致电社区发展部 (Community Development section) 9911-9911，或翻译与传译服务 (TIS) 131-450。</p>
Chinese Traditional
<p>寶活 (Burwood) 市議會讚賞並弘揚社區多元文化。《多元文化策略》展示了市議會努力建設一個尊重和珍視所有文化的包容性社區的決心。該策略描述了市議會為確保多元文化和語言背景居民均能參與其各項計劃、獲享各項服務和設施而將要採取的舉措，並體現了市議會積極與社區協作，加強參與、建立關係和維持社區和諧的承諾。</p> <p>使用英語之外的其他語言查詢有關寶活市議會《多元文化策略》的資訊，請致電社區發展部 (Community Development section) 9911-9911，或翻譯與傳譯服務 (TIS) 131-450。</p>
Greek
<p>Ο Δήμος του Burwood αναγνωρίζει και τιμά την πολιτισμική ποικιλομορφία εντός της κοινότητας. Η Πολυπολιτισμική Στρατηγική καταδεικνύει τη δέσμευση του Δήμου για την ανάπτυξη μιας περιεκτικής κοινότητας, όπου όλοι οι πολίτες τυχαίνουν σεβασμού και εκτίμησης. Η στρατηγική αυτή περιγράφει τον τρόπο με τον οποίο ο Δήμος θα εργασθεί για να εξασφαλίσει ότι τα προγράμματά του, οι υπηρεσίες του και οι εγκαταστάσεις του είναι προσβάσιμα για τους κατοίκους από διαφορετικές πολιτισμικές και γλωσσικές καταγωγές. Η στρατηγική αυτή αντανάκλα τη δέσμευση του Δήμου για συνεργασία με την κοινότητα για την ενίσχυση της δέσμευσης, την οικοδόμηση σχέσεων και τη διατήρηση αρμονίας στην κοινότητα.</p> <p>Για πληροφορίες σχετικά με Πολυπολιτισμική Στρατηγική του Δήμου Burwood σε γλώσσα εκτός της αγγλικής, επικοινωνήστε με το τμήμα Κοινοτικής Ανάπτυξης στο 9911-9911, ή με την Υπηρεσία Μεταφραστών και Διερμηνέων (TIS) στο 131-450.</p>



Hindi
<p>बरवुड कौंसिल अपने समुदाय के दायरे में सांस्कृतिक विविधता को एक वरदान मानता है। 'बहु-सांस्कृतिक कार्य-योजना' (Multicultural Strategy) के अंतर्गत, सबको समाहित करने वाले समुदाय के विकास के प्रति कौंसिल की समर्पण-भावना दर्शाई गई है— एक ऐसा समुदाय जिसमें सभी संस्कृतियों को मूल्यवान समझा जाता है और सबके प्रति सम्मान दिखाया जाता है। कार्य-योजना में यह वर्णन किया गया है कि कौंसिल किस तरीके से यह सुनिश्चित करेगा कि इसके कार्यक्रम, इसकी सेवाएँ और सुविधाएँ संस्कृति एवं भाषा की दृष्टि से विभिन्न पृष्ठभूमियों वाले निवासियों को सुलभ हो सकें। साथ ही, इस कार्य-योजना में सहभागिता को सशक्त बनाने, स्वस्थ संबंधों के निर्माण और सामुदायिक सद्भाव कायम रखने के लिए समुदाय के साथ मिलकर काम करने की कौंसिल की प्रतिबद्धता भी प्रदर्शित होती है।</p> <p>बरवुड कौंसिल की बहु-सांस्कृतिक कार्य-योजना के बारे में गैर-अंग्रेजी भाषा में जानकारी पाने के लिए, कृपया 9911-9911 पर सामुदायिक विकास प्रभाग (Community Development section) अथवा 131-450 पर अनुवाद एवं भाषांतर सेवा (TIS) से संपर्क करें।</p>
Italian
<p>Il Comune di Burwood riconosce e celebra la diversità culturale all'interno della comunità. La strategia multiculturalista dimostra l'impegno del Comune a sviluppare una comunità inclusiva nella quale tutte le culture vengano rispettate e valorizzate. La strategia delinea come il Comune si adopererà per assicurare che i programmi, i servizi e le strutture comunali siano accessibili ai residenti di origini culturali e linguistiche diverse. La strategia riflette l'impegno del Comune a lavorare insieme alla comunità per rafforzare la partecipazione, costruire rapporti e mantenere l'armonia nella comunità.</p> <p>Per informazioni sulla strategia multiculturalista del Comune di Burwood in una lingua diversa dall'inglese, contattare la sezione sviluppo comunitario (Community Development) al numero 9911-9911, oppure il servizio traduzioni e interpretariato (Translating and Interpreting Service -TIS) al numero 131-450.</p>
Korean
<p>버우드 시의회는 지역 사회 내의 문화적 다양성을 인정하고 기념합니다. 다문화 전략은 모든 문화를 존중하고 소중히 여기는 포용력 있는 지역 사회 개발을 위한 시의회의 노력을 잘 보여줍니다. 전략에는 문화 및 언어적으로 다양한 배경을 지닌 주민들이 시의회의 프로그램들과 서비스 및 시설들을 잘 활용할 수 있도록 시의회가 어떤 노력을 기울이는지 잘 나타나 있습니다. 전략을 통해 시의회는 지역사회와 협력하여 포용성을 강화하고, 관계를 구축하며, 지역사회 조화를 유지할 수 있도록 노력하고 있습니다.</p> <p>버우드 시의회의 다문화 전략에 관하여 영어 이외의 언어로 된 정보가 필요하시면, 9911-9911번의 지역사회 개발 부서나 131-450번의 통번역 서비스(TIS)로 연락 주시기 바랍니다.</p>
Nepali
<p>बरुड काउन्सिल(Burwood Council)ले समुदाय भित्रको साम्प्रदायिक विभिन्नतालाई मनाउने र पहिचान गर्ने गर्दछ। बहुसाम्प्रदायिक रणनीतिले परिषदको सहानुभूतीपूर्ण समुदायको विकास गर्न प्रदिबद्धता प्रदर्शन गर्दछ, जहाँ सम्पूर्ण रितिरिवाजहरूलाई मान्यता र मूल्य प्रदान गरिनेछ। रणनीतिले परिषदको आफ्नो योजना तर्फ, सेवाहरू र बासिन्दाहरूलाई सुविधाहरू कसरी रितिरिवाजिय र भाषिक पृष्ठभूमिका बाबजुध पनि काम गर्नेछ भन्ने उल्लेख गर्दछ। रणनीतिले परिषदको समुदायसंग एकजुट भएर काम गर्ने, सहभागिता बढाउने, सम्बन्ध श्रृजना गर्ने र सामुदायिक संयोजकता कामय गर्ने प्रदिबद्धता प्रदर्शन गर्दछ।</p> <p>बरुड काउन्सिल(Burwood Council)को बहुसाम्प्रदायिक रणनीतिको बारेमा अंग्रेजी बाहेक अन्य भाषामा जानकारीको लागि, सामुदायिक विकास(Community Development) शाखालाई 9911-9911मा सम्पर्क गर्नुहोला, अथवा ट्रान्सलेटिङ एण्ड ईन्टरप्रेटिङ्ग सर्भिस(Translating and Interpreting Service (TIS)) को 131-450 मा सम्पर्क गर्नुहोला।</p>
Vietnamese
<p>Hội đồng Thành phố Burwood công nhận và ca ngợi tính đa dạng văn hóa trong cộng đồng chúng ta. Sách lược Đa văn hóa thể hiện cam kết của Hội đồng Thành phố nhằm xây dựng một cộng đồng không phân biệt, nơi tất cả nền văn hóa đều được tôn trọng và có giá trị. Sách lược này mô tả cách thức Hội đồng Thành phố sẽ hướng theo để bảo đảm rằng cư dân gốc văn hóa và ngôn ngữ khác nhau có thể sử dụng các chương trình, dịch vụ và cơ sở của Hội đồng Thành phố. Sách lược này phân ánh cam kết của Hội đồng Thành phố nhằm cộng tác với cộng đồng để tăng cường sự tham gia, xây dựng các mối quan hệ và duy trì sự hòa hợp trong cộng đồng.</p> <p>Muốn biết thông tin về sách lược đa văn hóa của Hội đồng Thành phố Burwood bằng ngôn ngữ khác tiếng Anh, xin quý vị liên lạc với ban Phát triển Cộng đồng (Community Development) qua số 9911-9911, hoặc Dịch Vụ Thông Phiên dịch (TIS) theo số 131-450.</p>

ABBREVIATIONS AND DEFINITIONS

ABS

Australian Bureau of Statistics

Access

The necessary conditions enabling individuals or groups to use Council's services, programs and facilities, regardless of race, culture, religion, language, age, gender or ability.

Access and Equity

A principle that affirms that all people, no matter what their language, religion or cultural background, have an equal right to access services, facilities and programs, and should be able to expect fair and just outcomes.

Ancestry

Defines cultural association and ethnic background of an individual going back three generations. Ancestry is a measure used to gauge the size of cultural groups in an area, regardless of where they were born or what language they speak.

CLAS

Community Language Allowance Scheme

Culturally and Linguistically Diverse (CALD)

Culturally and Linguistically Diverse, usually abbreviated to CALD, refers to people for whom English is not their primary language, or who were born into a culture significantly different to the dominant Australian culture, and includes migrants from non-English speaking countries and refugees.

Cultural Competence

Capability to work with people from different cultures.

Cultural Diversity

The term cultural diversity refers to the range of different cultures represented in the population. Culturally diverse communities are those whose members identify as having non-mainstream cultural affiliations by virtue of their place of birth, ancestry or ethnic origin, religion, preferred language or language spoken at home.

CRC

NSW Community Relations Commission

DIAC

Commonwealth Department of Immigration and Citizenship

Ethnic

Relating to or characteristic of a people, especially a group, sharing a common and distinctive culture, religion or language.

Language Aides

Bilingual Council Officers who can assist with basic interpreting and translations.

LEAPS

Local Ethnic Affairs Policy Statement



Migrant

A person who was born overseas and has obtained permanent Australian resident status prior to their arrival.

Migration

The movement of people from one place to another.

Multiculturalism

A broad concept that recognises the right of all to enjoy their cultural heritage, to equal treatment and to enjoy the same opportunities, irrespective of cultural, religious, linguistic or ethnic background.

New and Emerging Communities

Groups of people that are small in number and newly arrived to an area and include groups assisted under the humanitarian program. There has been a significant increase in the number of new and emerging communities over the past five years. The following are some of the characteristics new and emerging communities;

- Comprise individuals who are unfamiliar with mainstream government services that are available in Australia
- Lack established family networks, support systems, community structures and resources when compared to established communities
- Less likely to be able to locate services that can help meet basic needs

NESB

Non-English speaking background. A previous way of describing CALD communities, replaced as it focused on language without due recognition of culture.

Social inclusion agenda

The Australian Government’s vision of a socially inclusive society – “one in which all Australians feel valued and have the opportunity to participate fully in the life of our society.”



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Burwood Council’s Community Development section would like to acknowledge the contributions and feedback received from Council staff, community members and service providers in the preparation of this Strategy.



1. EXECUTIVE SUMMARY



Burwood is a dynamic and diverse area with a large and growing multicultural population. Over the past ten years there has been significant change in the diversity and cultural make up of the area. Previously, Italian and Greek migration were predominant, in recent times the Chinese-speaking community has grown significantly and now represents around a quarter of the total population.

Burwood Council recognises, values and celebrates cultural diversity and embraces the challenges inherent in such diversity. Council has a long and proud tradition of planning and acting to support the needs and aspirations of the community who come from culturally and linguistically diverse (CALD) backgrounds and encouraging people to work cooperatively towards the common good.

Council recognises that CALD communities face barriers in relation to accessing services and facilities and in participating in community life through a range of factors, including language and culture. Council already has in place a comprehensive range of activities to support CALD communities, including translating documents, using the skills of bilingual workers, running forums in community languages and maintaining multilingual book collections. Council has developed this Multicultural Strategy to reaffirm and strengthen its commitment to creating an inclusive place where all people are respected and valued, regardless of ethnicity, language or religious beliefs.

This Multicultural Strategy has developed in accordance with the principles and practices outlined in a range of federal, state and local government legislation and policies. It is consistent with the vision expressed in Council's community strategic plan, *Burwood2030*

A well connected, sustainable and safe community that embraces and celebrates its culture and diversity

The strategy will be implemented in conjunction with Council's Delivery Program and Operational Plan to address issues specific to local CALD communities.



The Multicultural Strategy will increase Council's capacity to:

- Create a more inclusive community where people feel they belong
- Maintain a harmonious and cohesive community where diversity is celebrated
- Build closer relationships with CALD leaders and communities
- Promote access to its services and facilities
- Develop further opportunities for participation in civic life by all people in Burwood
- Provide information to people about the way the social systems operate in Burwood
- Meet its social and legislative obligations.

In preparing this strategy, staff undertook a range of tasks. Council's current activities in relation to the CALD community were audited, current legislation and policies were reviewed, consultation was undertaken with CALD community groups and service providers and actions were developed to respond to the main issues identified.

The strategy covers a three year period from the present until 2016, in accordance with Council's elected term. The action plan has been developed with an eye to the financial and staffing requirements. Council staff have been consulted to ensure that the actions listed are achievable. The actions include ones to be delivered in the next twelve months (2013/2014), ones to be implemented the following year (2014/2015) and ones that are ongoing. The strategy will be reviewed in 12 months and further actions may be identified for 2015/2016.

In summary, Council will continue to translate key documents and hold forums in community languages, where it is deemed that this will improve communications with particular community groups. This in turn will assist residents to understand their rights and responsibilities as citizens of Burwood Local Government Area.



Council will continue to utilise its resources to support the CALD communities in Burwood. The new Library and Community Hub, currently under construction and due to be opened in early 2014, will be a focal point for the community, providing access to information, programs, resources, technology and meeting spaces. Woodstock Community Centre will continue to provide a range of programs that are accessible to the CALD community, as will the Enfield Aquatic Centre to provide more opportunities for active participation in civic life.

Staff are also committed to working in partnership with leaders of the CALD community. One of the key actions to be implemented in the next 12 months will be the re-establishment of a CALD advisory group, which will pave the way for ongoing two way communications between Council and the community. Staff will continue their collaboration and partnership work with external services, such as the Metro Migrant Resource Centre and build capacity and engagement with CALD community groups.

A range of strategies that be implemented by Council that will enhance the skills and knowledge of its staff to meet the needs of residents from CALD backgrounds. This includes the ability to identify the need for interpreters.

One of the main aims of the strategy is to build cultural diversity principles and considerations into the core processes of Council's operations. This will lead to an effective whole-of-Council approach to responding to the issues experienced by the growing CALD communities in Burwood and enable Council to continue to increase the accessibility of the services and facilities it provides. The full list of actions proposed under this strategy can be found in Section 7.

The Multicultural Strategy aims to achieve the balance between providing accessible services and facilities for CALD communities and supporting individuals and groups to build their capacity towards self-sufficiency. The strategy will be reviewed and updated on an annual basis to ensure it remains relevant to the needs of the community and in line with Council's available resources.



2. BACKGROUND

Burwood Council's commitment to multiculturalism

Burwood Council has a longstanding commitment to multiculturalism. Council demonstrated its commitment to culturally and linguistically diverse (CALD) residents by participating in the NSW Department of Local Government Local Ethnic Affairs Policy Statement (LEAPS) pilot program in 1987. This program and the associated planning framework showed how local government could address the needs of a culturally diverse society within its charter. Council went on to develop a LEAPS policy document in 1997. The adoption of this policy led to a wide range of activities being implemented based on access and equity principles which addressed legislative responsibilities to cultural diversity. Some of the achievements from the 1997 LEAPS policy include:

- Language Aides Program and Policy
- Community Language Allowance Scheme
- Multilingual information sheets
- Enhancement of Library collections and resources in languages other than English.
- Consultations with individuals and communities from CALD backgrounds

Council later developed a Social Plan in accordance with the Local Government (General) Regulation (1999), which considered the needs of the CALD residents as one of seven mandatory target groups.

Policy and legislation

Multicultural planning in Council's operates within the context of national, state and local government policies and legislation.

National

The Federal Government in recent years has introduced a number of policies that detail its commitment to a multicultural Australia. These include:

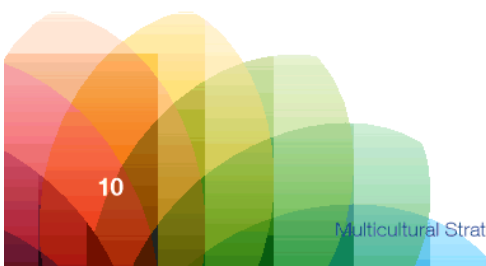
- The Australian Government Access and Equity Strategy – first established in 1985 and reviewed by the Access and Equity Inquiry Panel 2012
- Charter of Public Service in a Culturally Diverse Society (1998)
- Multicultural Australia: Unity in Diversity (2003)
- Social Inclusion Agenda (2009)
- Australia's Multicultural Policy: The People of Australia (2011).

The Federal Government has also implemented some initiatives at a local level including the Diversity and Social Cohesion Program, National Harmony Day and the Settlement Grants Program.

State

Since 1983, all NSW Government agencies have been required to have a multicultural plan (previously known as an Ethnic Affairs Priorities Statement). The Community Relations Commission and Principles of Multiculturalism Act (2000), requires all public authorities to implement and report on the principles of multiculturalism as stated in Section 3 of the Act. Council supports and implements the four principles in the ACT, which state;

1. All individuals in New South Wales should have the greatest opportunity to contribute to, and participate in, all aspects of life





2. Provisions are made for the culture, language and religion of others and that these are respected
3. All residents are able to participate in relevant activities and programs provided or administered by Council
4. Cultural and linguistic assets are promoted and celebrated as a valued resource.

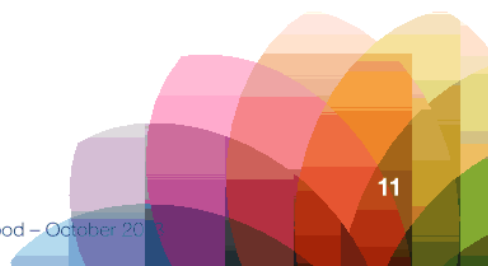
The NSW commitment to cultural diversity and community harmony is further strengthened through the:

- White Paper: Cultural Harmony; The Next Decade 2002-2012
- Multicultural Advantage 2012-2015
- NSW State Plan.

Local

At a broad level, Section 8 of the NSW Local Government Act (1993) incorporates a charter which states that councils are required to provide, after consultation, adequate, equitable and appropriate services and facilities for the community and to ensure that those services are managed efficiently. Furthermore, councils are required to exercise their functions in a manner that is consistent with and actively promotes the principles of multiculturalism.

The Local Government Amendment Planning and Reporting Act (2009) introduced a new Integrated Planning and Reporting approach to councils by the Division of Local Government and strengthened councils' strategic approach to the delivery of services. It also provided greater involvement by the community in the process of forward planning and guided councils on how to address and integrate local social, environmental, economic and civic leadership issues based on the social justice principles of equity, access, participation and rights.





As part of Integrated Planning and Reporting, councils are required to develop a long term Community Strategic Plan (CSP), based on extensive community engagement. Underpinning the CSP is a set of social justice principles outlined below:

- Equity – there should be fairness in decision making, and prioritising and allocation of resources, particularly for those in need
- Access – all people should have fair access to services, resources and opportunities to improve their quality of life
- Participation – everyone should have the maximum opportunity to genuinely participate in decisions which affect their lives

Rights – equal rights should be established and promoted, with opportunities provided for people from diverse linguistic, cultural and religious backgrounds to participate in community life.



3. COUNCIL'S MULTICULTURAL STRATEGY 2013-2016

Council has undertaken the development of the current Multicultural Strategy in response to its continuing commitment to improving the quality of life of community members from CALD backgrounds and to fulfil its obligations under the various policies and legislation described in the previous section. The strategy provides Council with a strategic approach to addressing cultural and linguistic barriers to its programs and services and to support active participation in community life.

Council's Multicultural Strategy is based on consultation with the community, an assessment of past and current activities associated with CALD communities, a review of current legislation and policy and a gap analysis to identify where resources can be best targeted to achieve positive change. The strategy incorporates an action plan describing how Council will respond to identified challenges. The strategy reflects a whole-of-Council approach in planning and providing services and facilities and incorporates initiatives aimed at improving equity and access to residents from CALD backgrounds.

Links with Burwood2030 – Community Strategic Plan

The Community Strategic Plan (CSP) *Burwood2030* is the overarching plan which informs all activities of the organisation. The CSP is the community's 20 year blueprint for the future of Burwood. It includes the long-term strategic vision for the Burwood Local Government Area.

The CSP clearly identified the importance of culture, cultural diversity and engagement to the people of Burwood. The community's long term vision for Burwood is:

A well connected, sustainable and safe community that embraces and celebrates its culture and diversity

Council's four year Delivery Program and annual Operational Plan provide the strategies and actions that Council will undertake to realise the vision. The Multicultural Strategy will be implemented in conjunction with Burwood2030 and the associated Delivery Program and Operational Plan to address issues specific to the CALD communities in Burwood. This approach will help to ensure that the principles of multiculturalism are integrated into Council's policies, practices and programs.

Aims of the Multicultural Strategy

The multicultural strategy aims to:

- Implement Council's overarching vision, as stated in Burwood2030
- Demonstrate Council's commitment to multiculturalism in Burwood
- Respond to the identified needs of CALD communities in Burwood
- Identify key multicultural challenges with actions to address them
- Utilise a whole-of-Council approach.

The next sections provide the demographic background of Burwood, Council's current activities to support local CALD communities, current issues and service gaps identified through recent research and an action plan to address identified issues.

4. BURWOOD'S CULTURAL DIVERSITY

The following demographic information provides a snapshot of the local cultural diversity context and shows why it is important to have a Multicultural Strategy in Burwood. In order to obtain a more complete picture of Burwood's cultural diversity and ethnic characteristics the sections on Birthplace,



Ancestry (which goes back three generations), Language Spoken at Home, Proficiency in English and Religion should be viewed together. A more detailed demographic breakdown can also be found in the appendix.

Overall

Burwood is a mixed residential and commercial area with over 4,400 registered businesses of which 1,750 are employing businesses, across a wide range of sectors, including two main shopping centres. The population of Burwood is estimated at 34,781 (Census 2011).

Birthplace

Burwood is the fifth most culturally diverse Local Government area in Australia. The 2011 Census showed that 52.6% of Burwood's population were born overseas, compared to 34.2% Greater Sydney. Of this total, 48.8% are from non-English speaking backgrounds from over 110 countries.

According to the Census data, this diversity is increasing, with nearly 30% of the population arriving from overseas in the last five years. The largest non-English speaking countries of birth in Burwood are China (14.9%) followed by India (4.7%), South Korea (3.8%), Italy (3.5%), Nepal (2.9%), Hong Kong (2.0%), Lebanon (1.9%), and Vietnam (1.8%).

Language

The 2011 Census data indicates that there are a growing proportion of people from non-English speaking backgrounds. There was a smaller proportion that speaks English only (35.8% or 11,604 people), with 59% of the Burwood population speak a language other than English at home. The main languages spoken at home, other than English, are Mandarin, Cantonese, Italian, Korean, Arabic, Greek, Nepali, Hindi and Vietnamese.

There are 3,877 people or 12% of the population who report difficulty in speaking English.

Ancestry

The top 10 ancestries in Burwood were Chinese, Australian, English, Italian, Irish, Indian, Lebanese, Korean, Greek and Scottish.

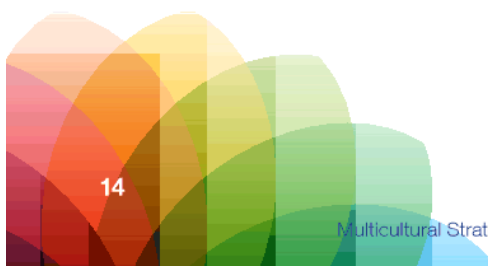
Religion

The most common religion in Burwood is Western (Roman) Catholic, with 27.8% of the population (just over 9,000 people). This is followed by Buddhism, Hinduism, Anglican, Greek Orthodox, Presbyterian, Reformed, Uniting Church, Maronite Catholic and Islam. The largest changes between religious affiliations have been the increase in growth of Hinduism and Buddhism.

Patterns of Migration

In the period May 2008 to April 2013, skilled migrants were the predominant group followed by families. Burwood has a relatively low number of refugees and humanitarian entrants when compared to other areas in Sydney. The largest numbers of refugees in Burwood come from China, Sri Lanka, Burma, Iran and Iraq.

Traditionally the largest migrant populations in Burwood have been the Italian and Greek communities. However, these populations have been decreasing since 2001. Since 2001, the Chinese population in Burwood has more than doubled. China has now become the largest overseas-born group in Burwood after India and Korea. The Nepalese are a new and emerging community which is settling in Burwood and surrounding Local Government areas.





The proportion of Chinese born people residing in Burwood is now one in four of the population (25.2%) or 8,175 people. Under the Global Migration Index, areas where more than 25% of the foreign-born population are from one country are considered as having a dominant ethnic group (Globalisation and Cities Research Program ANZSOG Institute for Governance at the University of Canberra 2013).

Burwood suburbs with the largest CALD populations are South Strathfield, North Strathfield, Strathfield, North Burwood and Burwood.

Burwood recorded the second highest proportion of new international migrants in the whole Sydney region, with City of Sydney recording the highest. Recent arrivals 2006-2011 by country of birth are China, India, Nepal, Korea (South) Hong Kong and the Philippines.

Burwood LGA also has the highest percentage of new migrants without Australian citizenship in both 2006 and 2011. This has increased since 2006 from 39.5% to almost 45%.

More recently established migrant populations which are increasing are from Korea (predominantly South Korea), South Asian communities (predominantly Hong Kong and Vietnam) and Indonesian.

Summary

In summary, the statistical data indicates that the community profile of Burwood is changing. As the Greek and Italian migrants age they face increasing difficulty with communication. The older Chinese and Korean populations also face challenges with communication with English. New migrants from overseas continue to arrive and, as highlighted above, 30% of the population in Burwood have arrived in Australia within the last five years.



The largest non English speaking communities are Chinese (speaking mainly Mandarin and Cantonese), Arabic (the largest language in total spoken by communities from Lebanon, Egypt, Iraq and several other countries), Greek, Italian, Vietnamese and Korean. There are also significant Hindi, Tamil and Indonesian communities in Burwood.

Migrants from China and South Asian countries are the fastest growing groups in numbers in Burwood LGA. The South Asian migrants are predominantly skilled migrants, with the majority having a tertiary level of education and good English proficiency.

The other growth to note is the South Asian population, which people from the following countries of origin – India, Sri Lanka, Bangladesh, Pakistan, Nepal, Bhutan and the Maldives. In the 2011 Census, the South Asian population in Burwood totalled 2,836.

Researchers from the ANZSOG Institute for Governance at the University of Canberra, and the Commonwealth Department of Immigration and Citizenship (DIAC), have studied changes in migration across the Sydney region by both internal and international migrants. The changes have been compiled into a global mobility index and Burwood is ranked fifth out of Sydney's most globally attractive areas, making it a significant target area for migration.



5. COUNCIL'S CURRENT ACTIVITIES

In preparing this strategy, an internal audit was conducted of activities undertaken currently in Council that support the CALD community. The following direct and indirect activities were identified.

Customer Services

Council provides a range of services to residents from CALD backgrounds through Customer Services. This includes bilingual staff who are available at the front service counter and Language Aides who speak a number of community languages and can be called upon to assist with basic interpreting. Multicultural signage is provided in the Council foyer and the ticketing system is available in Chinese.

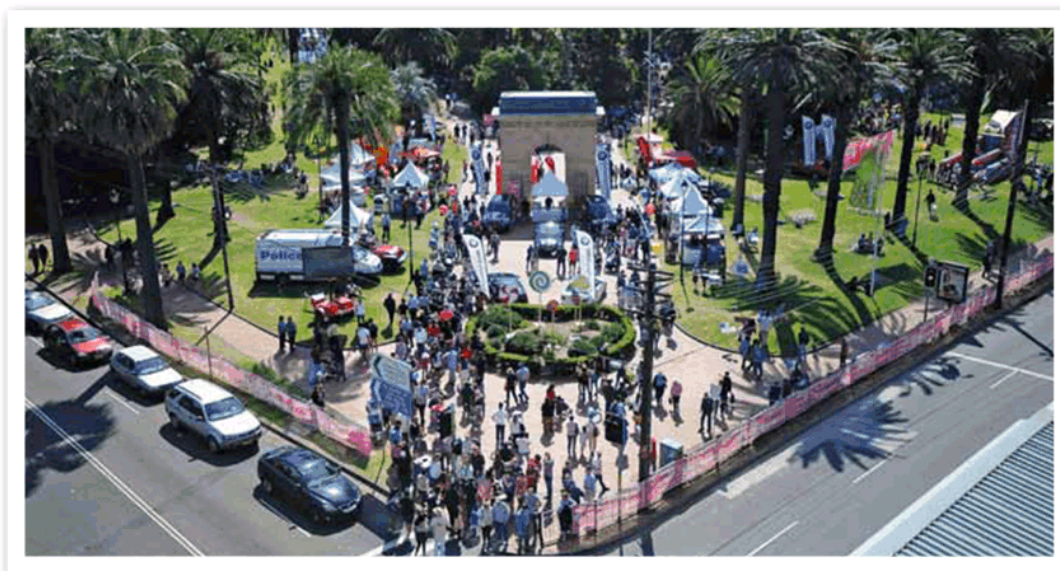
Staff also use the telephone interpreting service (TIS) and Council's letterhead includes information on how to access translations if required. Many brochures, information booklets, fact sheets and directories are available in community languages. Translators and interpreters have been used for workshops on major strategic developments and community issues. Council's website has a number of translated pages available.

Community Events

Each year, Council celebrates its rich diversity through citizenship ceremonies, Lunar New Year, Harmony Day, Burwood Festival, Australia Day and many others. Some of these events are CALD specific and CALD communities are encouraged to participate in those provided for the general public through publicity in the ethnic media.

Community Services and Facilities

Council delivers a range of services and facilities for the CALD communities in Burwood. Speakers Corner is an English language conversation program held at Woodstock Community Centre which helps improve English language skills and understanding of Australian society. General programs and events are delivered such as activities for seniors, Seniors Week and International Women's Day which are well patronised by CALD residents.



Presentations and community forums are provided in community languages for aged residents on Council's Home and Community Care (HACC) services, including podiatry and volunteering. Information booklets on HACC services are provided which are translated into 15 community languages.

The Volunteer Network engages bilingual volunteers to support programs for CALD members with limited English language proficiency

Council often obtains grants to deliver particular project. This includes the Different People Different Voices Project, which built youth resilience to cultural isolation and intolerance; and the Watchout project which incorporated a crime prevention through education project for the Chinese speaking community. Transition to School is another program for families which is held using translated resources, and the Children and Family Directory is translated into community languages.

Council also provides funding to community groups on an annual basis through its Community Grants program. Some of those funds from that program are targeted to the CALD community.

The Enfield Aquatic Centre delivers a range of functions and services for the CALD community. There is a Korean learn to swim program, a Chinese specific program and a weekly Tamil exercise program for older Tamil residents. For some cultures swimming is not a traditional activity and has become a new activity through the Enfield Aquatic Centre.

Council has several community buildings which are available for use by CALD groups for meetings and other activities. These are important and well used facilities.

Library

Council's Library provides a wide range of services and resources for the CALD communities. There is a range of community language resources available, including extensive resources in Chinese, Korean and Hindi and some Italian resources. Access to data bases and information from other providers is available through links with the State Library.

A range of programs is provided, including monthly bilingual story time, translated talks, English language conversation classes and an online tutor service for adults in numeracy and literacy

Bilingual staff are available at the Library who can assist with community access services and resources, and a new self loans system has been implemented which is available in 19 languages.

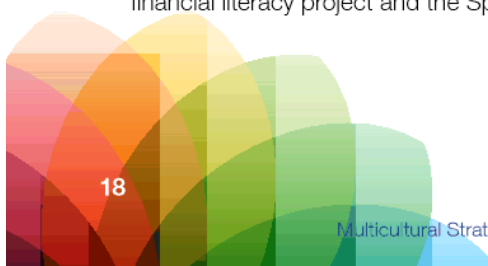
Environmental Sustainability

Council's Environmental Sustainability section translates environmental and waste fact sheets in Chinese and Korean and the recycling brochure into Chinese. The recycling calendar uses universal pictorial language to assist with broad understanding for those with poor English. In addition, food skills and public health workshops are held in community languages.

Partnerships

Council staff work closely with external individuals and groups to support CALD communities. The Multicultural Advisory Committee was re-established in 2009 (currently in a review period) and met regularly to provide input and advice to Council on matters of concern to the CALD community.

Partnerships have been developed with the Inner West Multicultural Network (IWEN), Metro Migrant Resource Centre and Chinese Australian Services Society (CASS). This has led to many projects including employment expos, International Students Research project, domestic violence resources, financial literacy project and the Speakers Corner program.



Burwood was identified and declared as a Refugee Welcome Zone in June 2009 and Council celebrates Refugee Week in conjunction with the Metro Migrant Resource Centre.

Burwood Council has also developed a number of Sister and Friendship Cities over the years, which reflect the ethnic population makeup and history, including:

- Tienjing Municipality of Churzhon in China
- Geumchoen-Gu in South Korea
- Calabria region in Italy
- Imar region in Lebanon
- Sandakan

Research

Council staff undertake a great deal of work behind the scenes to understand the local community and its needs. This includes regular demographic analysis in relation to CALD communities and consultation with local community groups. Staff also collect information about the use of services and facilities to support planning of future service provision.

Staff Support

Council provides a range of support to its staff to better equip them to work with CALD communities. This includes providing cross cultural training and incorporating CALD information during induction for new workers. The Language Aide staff are also trained and remunerated for the additional work they undertake.

Conclusion

Many of the actions listed above continue to meet the needs of the CALD communities in Burwood and will be continued into the future and may be enhanced. Some listed projects will end, as their objectives have been met, and some new initiatives will be introduced in accordance with the community needs described in the next section.



6. ISSUES AND SERVICE GAPS

The following is a summary of the key issues identified in relation to CALD communities drawn from the research and consultation undertaken, both internal and external, in preparing the Multicultural Strategy. The research included a survey of local service providers, focus groups with targeted community groups and meetings with a range of Council staff. Current Census data was analysed and relevant research was reviewed, including Council's recent Customer Satisfaction Survey.

The issues noted below include problems, concerns, strengths and opportunities. The issues have been divided into themes that emerged from the analysis, and there is some crossover between themes.

Communication and information dissemination

There was a broad awareness among staff that a significant proportion of residents in Burwood are from CALD backgrounds and that language and culture may be barriers to accessing a full range of Council services and programs. Staff make a significant effort to assist people from CALD backgrounds and this is reflected in the strong satisfaction ratings achieved for face to face and phone contact in the recent customer satisfaction survey.

However, there continues to be language and cultural barriers for many CALD residents and at times a lack of understanding of social systems. This can impede access to programs and services provided by Council and reduce access to other mainstream services, such as Centrelink and aged care. English language proficiency was identified by all service agencies as one of the most important issues across all language groups for the community that can lead to improved outcomes for the CALD community.

The diverse workforce in Council is a positive and valued resource. Council has staff representing a variety of cultures and bilingual staff to support customers and the feedback indicated this should be maintained and strengthened to reflect the changing community.

Council also provides a range of translated resources; however the high cost generally limits coverage to Chinese and Korean languages. The community satisfaction survey indicated that most people obtain their information from brochures and flyers, so targeted translation of material of this kind in the future would be worthwhile.





The interpreting service TIS is well used and receives around 46 calls on average per month from Burwood. The majority of callers to this service are of Chinese descent (Mandarin and Cantonese speakers), followed by Korean and Italian. Customer Services often access a Language Aide on a daily basis (primarily Chinese speaking). However, not all staff have used this service or are aware of the procedure for accessing an interpreter.

There was positive feedback regarding Council's customer service ticketing system, which provides two language options, currently English and Chinese. An extension of this service to other languages would be valued.

Summary of communication and information dissemination issues

- Language and cultural barriers continue to limit access to Council's services and facilities by the local CALD communities
- Lack of knowledge of social systems by CALD communities can impact on delivering efficient and effective services

Access to services and facilities

According to Census data, cultural diversity in Burwood LGA is increasing and there is change in the main migrant groups. The Italian and Greek communities have been decreasing in size since 2001, with a growth in numbers of people from China, Korean, Nepal, Hong Kong and Vietnam. This is creating a need for program and support services to enable inclusion and participation in the community, both for those who are newly arrived and the more established CALD community groups.

Some service providers identified the need for parenting programs particularly for young CALD families who express difficulty due to lack of knowledge and skills particularly in a new country and without family support.



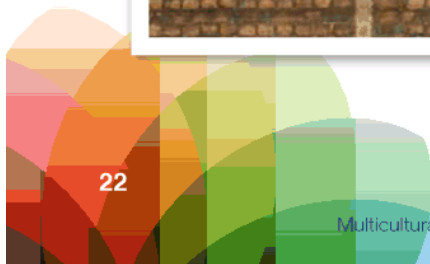
As the community ages there is also an increased need and demand for aged services, many of which are from a migrant background. People from CALD backgrounds are more likely to need access to services which are culturally and linguistically appropriate. Over the past ten years there has been a significant shift in funding away from ethno-specific services towards general multicultural providers and migrant resource centres. As a result there are limited ethno-specific community organisations and multicultural service providers in Burwood for the CALD community, with the majority being based outside the local area. This leaves a gap for the ageing CALD community and the particularly the newly emerging groups in particular as they attempt to settle in the area.

A settlement outreach officer working at least one or two days per week is required, and a base would need to be found for this position due to the limited number of community facilities in the Burwood LGA. Community transport services will become a priority or an essential support for many elderly CALD residents who need to access services outside of the Burwood area. Council is well aware of the need of the growing need for aged care facilities through Council Ageing Strategy 2011-2016.

Burwood lacks a focal point for information and support services, particularly for newly emerging CALD communities. An important consideration is the ability of groups to meet in their local area, to participate in activities and to socialise to break down social isolation. Many groups already meet where they can to provide social activities for their members, and there is a need for more affordable and accessible community public spaces.

The library is the most used Council facility by the CALD community, followed by parks, playgrounds and open space, Enfield Aquatic Centre and the community centres. The library is a key resource for the CALD community in Burwood, particularly for new migrants. It is often the focal point for community interaction and a place to access information and local knowledge. The role of the library for the CALD and wider communities is diverse, providing access to information and communication technologies, meeting the educational and recreational needs of the community, preserving and promoting cultural heritage and enabling lifelong learning.

The library has a number of key strengths including bilingual staff, a multicultural librarian and multicultural collections. There is an opportunity to make better use of these resources, including developing new ways of working with CALD communities, building relationships, enhancing community group support,



capacity building, community engagement and outreach. There is also an opportunity for a more responsive and flexible service delivery to meet the needs of the changing CALD community.

Council's community centres facilitate social interaction and participation and can help build a sense of belonging, however the cost can be prohibitive and there is a widespread lack of knowledge about how to access these facilities. It is a positive that Council is enhancing provision of meeting spaces through the building of the new community hall at the rear of Woodstock Community Centre and the development of the new library/community hub. The use of these spaces by the CALD community could be enhanced through improved planning and consultation with key groups and wider promotion of their availability.

Summary of access to services and facilities issues

- Support services are needed for CALD groups, including new and emerging communities and more established communities
- There is an increasing need for aged care services for people from CALD backgrounds
- There is a need for increased access by CALD groups to programs and activities provided by Council
- There is a lack of a focal point for information on support services for CALD communities
- Better access is needed to community meeting spaces by CALD groups

Built environment

The built environment in Burwood is changing as it develops into a regional centre, and CALD communities would like to participate more actively in this change process. Opportunities need to be considered to facilitate CALD involvement in the strategic development of Burwood.

Public places and spaces, such as parks, are important for CALD community members. This is increasingly the case as development in Burwood is in high rise developments with little private open space. There is an opportunity to consider the needs of CALD communities in the planning of these public facilities so that they facilitate and encourage interaction and intercultural sharing and exchange. Plans of management for community land in particular need to take into consideration diverse community needs.

Community noticeboards and signs in public places directing people to key locations and providing other information would be useful. CALD themes could be utilised, where appropriate, in public art, signage, public infrastructure and plantings. Welcome signage in various languages would also be beneficial in sending out a positive message to the CALD communities.

Summary of built environment issues

- CALD communities need assistance to better access and utilise community public spaces in the built environment
- Opportunities to facilitate increased CALD involvement in strategic development in Burwood need to be provided
- Improved information in the public domain is needed for CALD groups



Participation

There is a desire for inclusion, community cohesion and active citizenship for people from CALD backgrounds. Some community members are visible, but not active in the community. Improving this situation will require an understanding of the barriers people face and a willingness to put in place programs that can bridge the gap between different cultures.

English language conversation groups and volunteering are two of the mechanisms that build connections and relationships and lead to an increased understanding of Australian society. These programs can facilitate participation in wider community activities, help to build new relationships and provide pathways to employment.

Opportunities to volunteer, employment training, assistance with employment preparation and securing jobs were highlighted as challenges for new migrants in Burwood. Underemployment, whereby people are not able to work to their full ability due to lack of recognition of their overseas qualifications, was also raised. Council can take a leadership role by working even more closely with English language providers, the Volunteer Network, training centres and employment agencies to assist with developing pathways to work for new migrants. This could lead to the development of employment and job seeker training workshops for migrant groups and future employment expos.

Another social issue identified through the research is the social isolation experienced by many residents from CALD backgrounds. This problem is more pronounced when people have poor English language skills and increases as people age and often lose their capacity to speak English. The impacts of social isolation can be devastating leading to depression and other problems. This highlights the need for a range of social programs and activities, either targeted at CALD groups or with proactive approaches to engaging CALD groups, particularly older people and stay at home parents.





Survey respondents and focus group participants also identified the need to have opportunities for different cultures to come together, interact and share. There is community interest in participating in intercultural communication and for different ethno-specific groups to come together to develop a better understanding of the local area and to work together to improve community harmony and cohesion. Such activities would help to break down cultural barriers, reduce social isolation and increase understanding of local systems and services.

There is an opportunity for Council to strengthen its program of activities and events in collaboration and partnership with local groups to support this community need. Council already facilitates many programs for the CALD community and these can be maintained and supported. The Volunteer Network offers a key opportunity to strengthen services and outcomes through coordination, joint planning and training of services and delivery of key programs.

Council previously had a Multicultural Advisory Committee which provided advice to Council on community needs and enabled Council to provide information about its policies, services and activities to the community. An advisory committee could be re-established with local CALD community leaders and terms of reference that clearly articulate the objectives of information sharing and community advice.

Summary of participation issues

- There is a need to provide increased opportunities for CALD groups to participate in civic life



Support strategies

There are a range of strategies that Council needs to implement internally to support the equitable delivery of services and facilities to the CALD communities in Burwood. These strategies relate to providing staff with the training and resources they require and to gathering information upon which to base future actions, so that the finite resources available to council can be utilised effectively.

Currently only limited data is collected in Council to assist in improving access to Council services from people from CALD backgrounds. This was identified as an area where effort would lead to long term benefits in terms of targeting resources to areas of greatest need. This requires establishing appropriate data collection systems, gathering the data and analysing the data to guide future decision making.

In terms of staffing, it is essential to develop a high level of cross cultural competence across Council to enhance staff capacity to respond to the needs of the CALD communities and reduce or remove many of the barriers to accessing services.

Summary of support strategy issues

- Internal strategies are needed that support Council in addressing the issues identified in the Multicultural Strategy

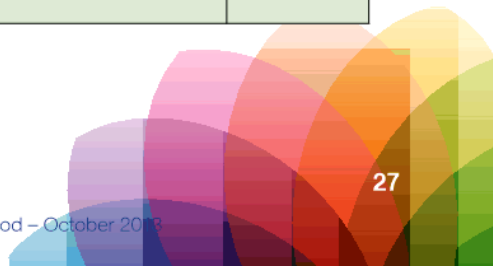


7. ACTION PLAN

The table below contains details of strategies and actions Council will implement over the next two years to address the issues identified in section 7 of this report. The actions proposed for 2014/15 may require additional resource allocation that will need to be planned and budgeted. There are also ongoing actions listed, which will occur over both 2013/14 and 2014/15.

Actions for the following year, 2015/16, will be the subject of further consideration in 12 months time.

Issue	Strategy	Action	Timeframe
Better access is needed to community meeting spaces by CALD groups	Explore opportunities for CALD groups to better access affordable community meeting spaces	Prepare list of community meeting spaces for hire in Burwood LGA and actively promote and distribute the list	2013/14
CALD communities need assistance to better access and utilise community public spaces in the built environment	Build and strengthen relationships with CALD leaders and facilitate opportunities for collaboration with CALD groups	Consult and engage with CALD communities in relation to the development of plans of management for Burwood Park, Henley Park and Woodstock	2013/14
Language and cultural barriers continue to limit access to Council's services and facilities by the local CALD communities	Provide appropriate translation and interpreting services	Improve the multilingual function on Council's website	2013/14
	Provide accessible information	Prepare all public information in plain English, which can be readily understood and easily translated	2013/14
Support services are needed for CALD groups, including new and emerging communities and more established communities	Work in partnership with other agencies	Partner with the Metro Migrant Resource Centre to seek resources and identify potential locations for the outreach Migrant Settlement Worker	2013/14
There is a lack of a focal point for information on support services for CALD communities	Provide accessible information	Establish an information stand as a focal point in the new library and community hub with a dedicated multicultural section	2013/14
There is a need for increased access by CALD groups to programs, activities and resources provided by Council	Provide accessible programs, activities and resources	Investigate setting up a Homework Help program for CALD young people	2013/14
	Provide accessible information	Develop a calendar that shows the religious and culturally specific days that occur throughout the year	2013/14
There is a need to provide increased opportunities for CALD groups to participate in civic life	Build and strengthen relationships with CALD leaders and facilitate opportunities for collaboration with CALD groups	Develop appropriate consultation mechanisms with the CALD community, in collaboration with CALD service providers, on issues such as planning future use of Council's facilities	2013/14
		Re-establish a CALD advisory committee	2013/14



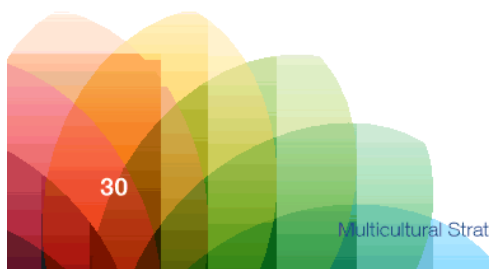
Issue	Strategy	Action	Timeframe
CALD communities need assistance to better access and utilise community public spaces in the built environment	Integrate more CALD themes in the development of the public domain	Investigate potential locations, designs and budget for public infrastructure, public art and plantings that incorporate CALD themes	2014/15
Improved information in the public domain is needed for CALD groups	Provide accessible information	Investigate potential locations, designs and budget for community noticeboards and improved signage for the CALD community	2014/15
Lack of knowledge of social systems by CALD communities can impact on delivering efficient and effective services	Provide accessible information	Develop appropriate mechanisms to inform new migrants and CALD groups about the services Council provides, how Council works and how to contact Council	2014/15
Language and cultural barriers continue to limit access to Council's services and facilities by the local CALD communities	Provide appropriate translation and interpreting services	Promote awareness of the heritage of Burwood in the CALD community	2014/15
		Add additional community language (Korean) to customer ticketing system	2014/15
Opportunities to facilitate increased CALD involvement in strategic development in Burwood need to be provided	Build and strengthen relationships with CALD leaders and facilitate opportunities for collaboration with CALD groups	Identify strategic developments that require the engagement of CALD communities in the public consultation process	2014/15
There is a need for increased access by CALD groups to programs, activities and resources provided by Council	Provide accessible programs, activities and resources	Plan Council's community programs, such as those run at Woodstock, to better engage with the CALD community	2014/15
There is a need to provide increased opportunities for CALD groups to participate in civic life	Provide accessible programs, activities and resources	Investigate the feasibility of introducing a migrant story telling initiative through the library and community hub	2014/15



Issue	Strategy	Action	Timeframe
It is essential for Council to use comprehensive and accurate information in developing strategies and actions to respond to the identified needs of the CALD community	Provide resources to community groups	Review and report on demographic changes and maintain an up to date community profile	Ongoing
Lack of knowledge of social systems by CALD communities can impact on delivering efficient and effective services	Provide accessible information	Hold forums in community languages for aged residents on Home and Community Care (HACC), including podiatry and volunteering.	Ongoing
		Hold community workshops and presentations on key topics with translated material and interpreters available (e.g. recycling, sustainable practices, food safety, cleanups)	Ongoing
Language and cultural barriers continue to limit access to Council's services and facilities by the local CALD communities	Provide support in learning English	Facilitate and support community based English language conversation programs	Ongoing
Language and cultural barriers continue to limit access to Council's services and facilities by the local CALD communities	Provide appropriate translation and interpreting services	Translate key documents (such as the Welcome to Burwood booklet, Library Guide and Children's Services Directory) and information about Council services and programs in the top five community languages, and make available at Customer Services, Library and Community Hub and community centres	Ongoing
	Provide support in learning English	Continue to provide English conversation classes	Ongoing
Support services are needed for CALD groups, including new and emerging communities and more established communities	Provide resources to community groups	Promote access to Council's grant funding to new and emerging CALD groups and provide workshops and support in applying for grants	Ongoing
		Work closely with CALD groups and assist in building their capacity	Ongoing
	Work in partnership with other agencies	Advocate for access to aged care services for people from CALD backgrounds	Ongoing



Issue	Strategy	Action	Timeframe
There is a need for increased access by CALD groups to programs and activities provided by Council	Provide accessible programs, activities and resources	Continue to provide a range of community language resources in the library	Ongoing
		Continue to provide and enhance the transition to school program for families by using translated resources in community languages	Ongoing
		Provide HACC services to CALD communities (Podiatry, Volunteer Network, development and training)	Ongoing
		Provide access to databases and other information in community languages through the library, such as the State Library databases and health databases	Ongoing
		Continue to provide and enhance library programs, including monthly bilingual story time, translated talks and the online tutor service for adults in numeracy and literacy	Ongoing
There is a need to provide increased opportunities for CALD groups to participate in civic life	Maintain and develop programs and events that create opportunities for CALD groups to develop intercultural interaction and which celebrate cultural diversity and community cohesion	Continue to produce community events, such as Harmony Day, Seniors Week, International Women's Day and Neighbour Day	Ongoing
There is a need to provide increased opportunities for CALD groups to participate in civic life	Develop and encourage volunteer opportunities	Promote access to volunteering by CALD residents	Ongoing
	Maintain and develop programs and events that create opportunities for CALD groups to develop intercultural interaction and which celebrate cultural diversity and community cohesion	Continue to deliver Citizenship Ceremonies with a range of guest speakers and performances from CALD community	Ongoing
		Promote mainstream events to CALD communities such as Australia Day and the Burwood Festival that celebrate cultural diversity and support community harmony and inclusion	Ongoing
There is an increasing need for aged care services for people from CALD backgrounds	Work in partnership with other agencies	Continue to advocate and participate in local and regional forums and interagencies	Ongoing



8. MONITORING AND REPORTING

The Action Plan above outlines a range of strategies and actions to be undertaken over the next three years. An annual report to Council will be submitted regarding progress on implementing the identified actions.

The overall strategy will be also reviewed annually to ensure it remains current and reflective of the community's needs.

Community Relations Commission Planning Framework

Council's Multicultural Strategy can also be linked with the planning framework in *Implementing the Principles of Multiculturalism Locally* produced by the NSW Community Relations Commission and Division of Local Government.

The framework encompasses four key objectives that recognise and promote the benefits of cultural diversity based on the principles of multiculturalism. These objectives are

1. Leadership
2. Community Harmony
3. Access and Equity
4. Economic and Cultural Opportunities.

The framework also identified three common activity areas, with each activity area broken into a number of outcomes, as follows:

- A. Planning and Evaluation – planning, consultation and feedback.
- B. Capacity Building and Resourcing – leadership and human resources
- C. Programs and Services – access and equity, communication and social / economic development.

This framework will be used as an additional tool to assess Council's performance and to identify opportunities for improved service delivery and to achieve outcomes for people from CALD backgrounds.



9. APPENDICES

A. DEMOGRAPHIC ANALYSIS

The development of the Multicultural Strategy has been guided by extensive demographic analysis, which is summarised below.

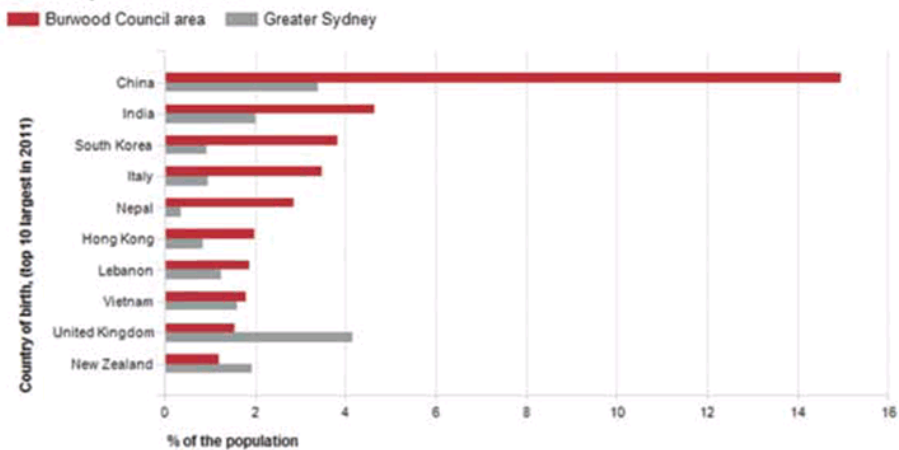
Country of Birth

Burwood is the fifth most diverse local government area in Australia for the number of speakers of languages other than English (LOTE), with over 110 different countries of birth recorded. Burwood LGA has a total population of 34, 781. Overall 53.2% of the overseas born population of Burwood arrived before 2001

The Census data shows that the period between 2006 and 2011 there was a larger number of arrivals from overseas from non-English speaking backgrounds and nearly 30% or 5,072 people have arrived in the last five years an increase of 13.2% compared to the previous five year period.

The largest non English speaking countries of birth as highlighted below are; China (14.9%), India (4.7%), South Korea (3.8%), Italy (3.5%), Nepal (2.9%), Hong Kong (2.0%), Lebanon (1.9%), and Vietnam (1.8%).

Country of birth, 2011



Source: Australian Bureau of Statistics, Census of Population and Housing, 2011 (Usual residence data)
Compiled and presented in profile by .id, the population experts.

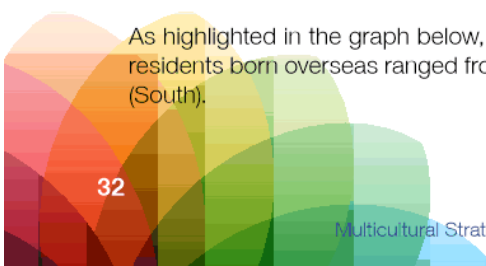


The largest changes in birthplace countries of the population in this area between 2006 and 2011 were for those born in:

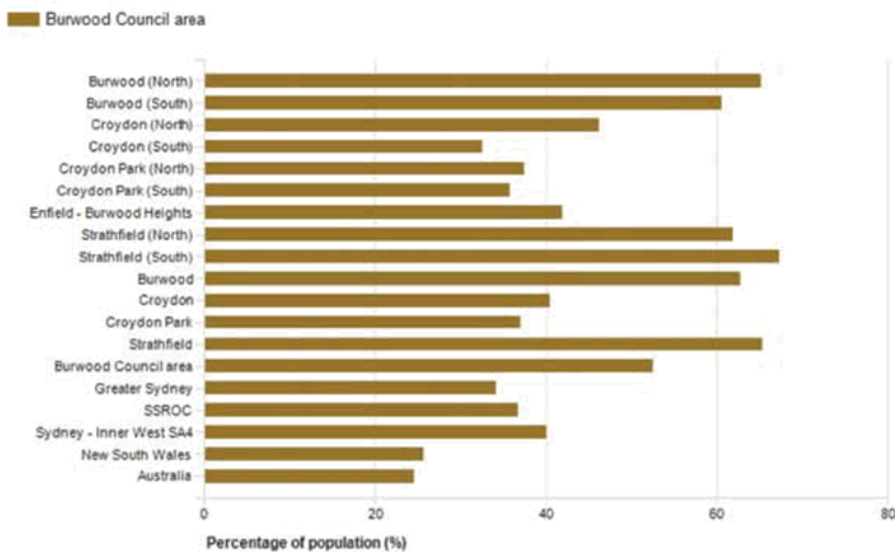
- China (+1,162 persons), Nepal (+807 persons), and decreases in
- Italy (-122 persons)
- Greece (-109 persons)

Suburbs by the highest overseas born residents

As highlighted in the graph below, there are variations across the Burwood LGA where proportions of residents born overseas ranged from a low of 32.5% in Croydon (South) to a high of 67.4% in Strathfield (South).



People born overseas, 2011



Source: Australian Bureau of Statistics, Census of Population and Housing, 2011 (Enumerated data)
Compiled and presented in atlas.id by .id, the population experts.



The five areas with the highest percentages were:

- Strathfield (South) (67.4%)
- Strathfield (North) (61.9%)
- Burwood (North) (65.1%)
- Burwood (62.7%)
- Strathfield (65.3%)

Language spoken at Home

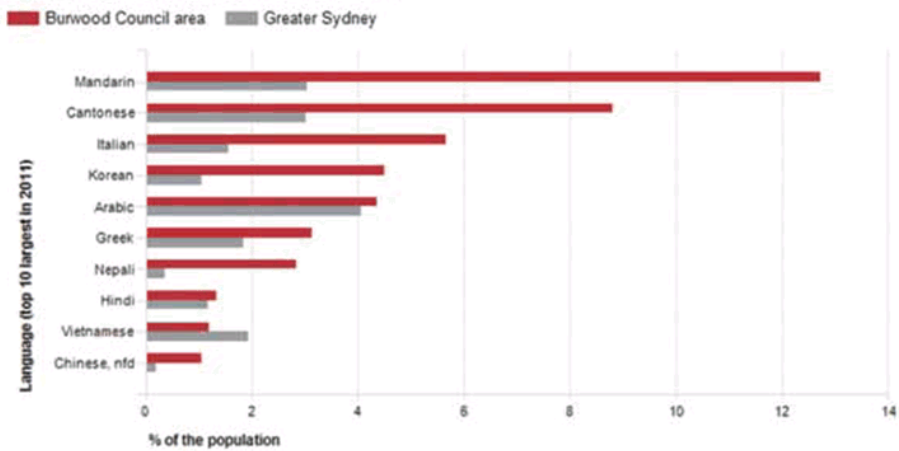
The 2011 census data identifies a total of 19,187 people or 59.2% of the Burwood population spoke a language other than English at home and there was a smaller proportion of the population who speak English only (35.8% or 11,604 people).

The main languages other than English spoken at home are;

- Mandarin
- Cantonese
- Italian
- Korean
- Arabic
- Greek
- Nepali
- Hindi, and
- Vietnamese



Language spoken at home, 2011



Source: Australian Bureau of Statistics, Census of Population and Housing, 2011 (Usual residence data)
Compiled and presented in profile.id by .id, the population experts.



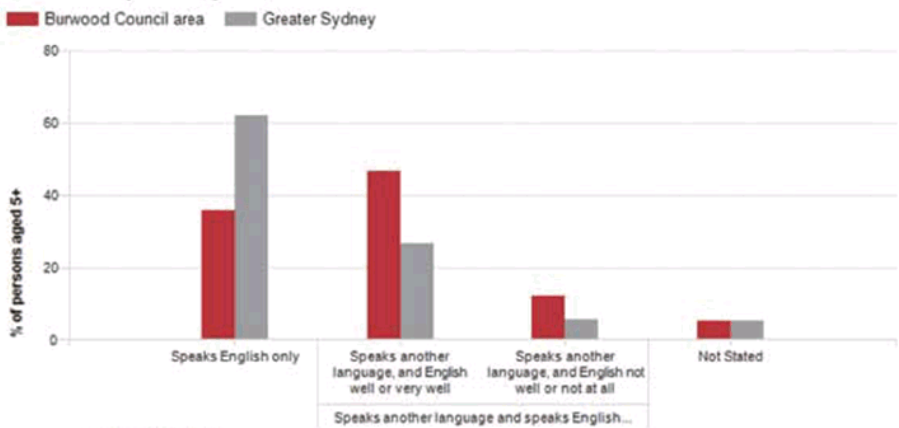
English proficiency

Analysis of the proficiency in English data for Burwood from 2011 census data identifies that 35.8% of the population speaks English only and 12% or 3,877 speaks another language and English not well or not at all compared to 5.8% for Greater Sydney.

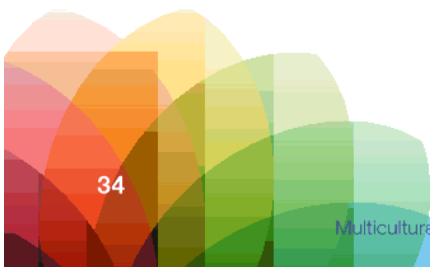
Recent arrivals 2006-2011 by country of birth are China, India, Nepal, Korea (South) Hong Kong and the Philippines.

The language groups and the proportion of the language groups which identify as who speak English poorly or not at all are Cantonese (28.9%), Mandarin (26.1%), Korean (36%), Greek (19.2%), Italian (18%), Arabic (13.4%), and Vietnamese (17%).

Proficiency in English, 2011



Source: Australian Bureau of Statistics, Census of Population and Housing, 2011 (Usual residence data)
Compiled and presented in profile.id by .id, the population experts.



While Burwood LGA had a higher proportion of people not fluent in English, it is important to note that this varied across the area with. This ranged from a low of 5.3% in Croydon Park (South) to a high of 16.8% in Burwood (North). The five areas within Burwood with the highest percentages were:

- Burwood (North) (16.8%)
- Burwood (16%)
- Burwood (South) (15.2%)
- Strathfield (South) (11.8%)
- Strathfield (11.5%)

Age of Burwood population

Analysis of the service age groups of Burwood Council area in 2011 compared to Greater Sydney shows that there was a lower proportion of people in the younger age groups (0 to 17 years) and a higher proportion of people in the older age groups (60+ years).

Overall, 18.2% of the population was aged between 0 and 17, and 19.1% were aged 60 years and over, compared with 22.9% and 18.0% respectively for Greater Sydney.

The major differences between the age structure of Burwood Council area and Greater Sydney were:

- A larger percentage of 'Young workforce' (18.9% compared to 15.4%)
- A *larger* percentage of 'Tertiary education and independence' (12.7% compared to 9.5%)
- A *larger* percentage of 'Seniors' (8.5% compared to 7.2%)
- A *smaller* percentage of 'Parents and homebuilders' (19.6% compared to 21.9%)

The largest changes in age structure in this area between 2006 and 2011 were in the age groups:

- Young workforce (25 to 34) (+1,032 persons)
- Empty nesters and retirees (60 to 69) (+252 persons)
- Babies and pre-schoolers (0 to 4) (+210 persons)
- Primary schoolers (5 to 11) (-198 persons)

Age of CALD population by language group

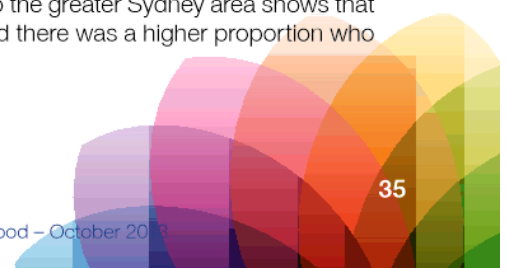
Overall, 14.7% of the population is aged between 0-15 years of age or 4,766. Of this the largest grouping by language is English 2,373, followed by Mandarin and Cantonese (889), Arabic (178), Greek (119), and Italian (106).

Further analysis of the age of the population by language groups indicates that Cantonese and Mandarin are the largest language group in the 20-29 year olds, followed by Nepali, Arabic, Italian and Greek. The emerging Nepali speaking population in Burwood are aged predominately between 20-34 years of age. Year of arrival data also highlights that approximately 56% of the newly arrived population are aged between 20-29 years of age.

There are slight variations in the other age sectors, however the 65 years and over age group highlights there are ageing Italian, Chinese, Greek and Arabic speaking populations living in Burwood.

Religious Affiliation

Analysis of the religious affiliation of the Burwood area compared to the greater Sydney area shows that there was a lower proportion of people who identified a religion and there was a higher proportion who



stated they had no religion. Overall 70.3% of the population nominated a religion with the largest single religion in Burwood is Western (Roman) Catholic with 27.8% of the population (just over 9,000 people), followed by Buddhism, Hinduism, Anglican, and Greek Orthodox.

Religion, 2011



Source: Australian Bureau of Statistics, Census of Population and Housing, 2011 (Usual residence data)
Compiled and presented in profile id by id, the population experts.



Refugee and humanitarian arrivals

Burwood has a low number of refugees and humanitarian entrants compared to other neighbouring Local Government areas.

In the period between January 2008 and 2013 there were 90 refugees and 793 through the Family category bringing a total of 883 through the refugee and humanitarian stream.

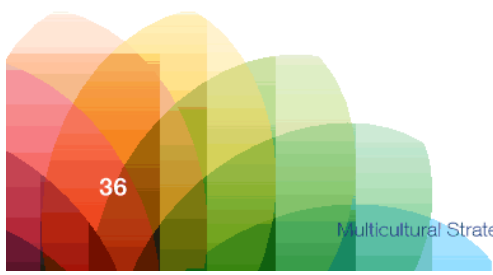
Burwood had the lowest number compared with neighbouring Ashfield and Strathfield Local government areas. The majority of new settlers arrive in Burwood as skilled migrants, with families making up the rest of the arrivals. This equates to 12.9% of the Burwood population.

The largest numbers of refugees by country of birth are China, Sri Lanka, Tamil, Nepal, Iran and Iraq.

Home Ownership

Analysis of housing tenure of the Burwood population in 2011 compared to greater Sydney shows that there was a larger proportion of households who owned their dwelling (32.5% compared to 29.1%), a smaller proportion purchasing their dwelling (24.7% compared to 33.5%), and a larger proportion who are renters (35.5% compared to 30%). There were a smaller percentage of people living in social housing (3.5% compared to 5.0% in Greater Sydney area).

Of the total population which arrived in the last five years, 76.4% or 3,860 people were renting making a significant proportion of the population vulnerable to rent increases.



Emerging Nepalese Community

History of Nepalese settlement

The Nepalese are a relatively recent community in Australia. The first intake of Nepalese immigrants in the early 1980s comprised mainly skilled, overseas trained people, including engineers, architects, natural/physical scientists, and managers, as well as business people and retired personnel from the British army.

The 1996-2006 civil war in Nepal prompted further immigration to Australia, including humanitarian entrants.

In recent years, Nepalese entrants have increasingly consisted of students, business executives, and visitors. The Nepalese community has settled largely in Sydney and Melbourne and become involved particularly in businesses such as restaurants, craft, travel agencies and tourism.

Nepalese community in Australia and NSW

The 2011 Census showed that the Nepal-born community in Australia consisted of 24,635 persons (an increase of 540% from the 4,566 persons in 2006). Of this total, 15,296 or 62% lived in NSW.

In 2011, the Nepal-born community in NSW was relatively concentrated. Close to 70% of the community lived in the ten local government areas of: Rockdale 14%, Auburn 9%, Canterbury 8%, Ashfield 7%, Parramatta 7%, Hurstville 6%, Burwood 6%, Kogarah 5%, Marrickville 5%, and Strathfield 3%.

In 2011, the Nepal-born community in NSW spoke two main languages: Nepali 94% and English 4%, followed by Hindi 1%, and several others.

In 2011, the Nepalese ancestry community in NSW was largely Hindu 79% and Buddhist 13%, followed by No religion 2%, Not stated 2%, Various Christian denominations 2%, and others. (Sourced from Community Relations Commission).



B. RESEARCH AND CONSULTATION RESULTS

The development of the Multicultural Strategy has been guided by extensive research and consultation. This has included;

1. Review of the consultation undertaken in the development of the Strategic Plan Burwood2030
2. Review of the Social Plan 2010-2013 (which articulates four key objectives, one of which is "Our Culture"- Enriching our lives)
3. Community Research which examined resident's attitudes and perceptions towards current and future services provided by Council (completed March 2013)
4. Colourfest Film Night held in March 2013 key questions of participants attending
5. Service provider interviews and questionnaires
6. Families Festival survey of sample of residents – May 2013
7. My Family report; *Exploring the needs of the culturally and linguistically diverse families with children (0-8 years), living in Sydney's Inner West.*
8. Inner West Multicultural Service Providers Needs Analysis (22 Agencies responded)
9. Targeted Focus groups (94)
10. Network consultations (Inner West Multicultural Network and Home and Community care Interagency (24)
11. Review of other Multicultural strategies

The results of this research are summarised below.

Service Providers

Surveys were sent out to Service providers who work with CALD communities. A total of (20) surveys were returned. The questionnaire covered

- Background
- Language
- Use of services and general understanding of Council
- Ideas to improve general understanding of Council
- Most important programs, services and facilities for the future
- Communication (best mechanisms to communicate)

The table below lists the services who responded and the main languages spoken at home by their respective client groups.

Australian Korean Welfare Association (AKWA)	Korean
Australian Lebanese Association	Arabic
Burwood Community Welfare Services	English Chinese and Korean
Chinese Australian Social Services Ltd (CASS)	Mandarin Cantonese Chinese
Ethnic Child Care Family and Community Services Co-op Ltd.	Chinese Arabic Hindi Korean
Greek Welfare Centre	Greek
Inner West Family Support	Chinese Korean Iranian Indian
Metro Migrant Resource Centre	Chinese English Russian Hindi Greek Thai
Mission Australia	Mandarin Cantonese Korean

Multicultural Health NSW	Chinese Korean Greek Italian Arabic
Nepalese Indigenous Nationalities Forum Australia-	Nepali
Navitas- Burwood	Mandarin
OTEN	Hindi Chinese and Korean
Police – Multicultural Liaison Officer	Chinese
Polish Seniors	Polish and English
Russian Ethnic Community Council of NSW	Russian predominately, and English (proficient in English)
SEVA International	Tamil Hindi and Nepali (there are over 15 languages)
Settlement Grants Worker	Mandarin Arabic Korean Vietnamese and Tamil
Tamil Seniors	Tamil
Settlement Worker Vietnamese	Chinese Indian Vietnamese

Combined results

Access to Council Services

The results showed that there was quite a range of understanding of the community regarding Council programs, services and facilities. Overall 50% identified this as basic, with 33 per cent reported this as good or as well understood. This varied across different CALD groups and in some the older CALD members had less understanding of Council and related services whereas the younger CALD members did.

Ideas/suggestions on how this could be improved included;

- Information and Flyers on activities/programs translated into CALD community group languages
- Transport for older CALD community members
- Telephone interpreting service and steps/instructions on how to use or access this in each of the top CALD languages
- Maintaining Bilingual staff on front counter and in the library setting in particular.
- Meeting and socialising with other groups this can be facilitated through low cost or no cost access to facilities
- Information talks

Issues/needs facing the CALD community

There was also a range of needs across the age groups of the CALD communities with some of the more established CALD communities’ ageing and having needs for culturally specific aged service provision, general services and activities with a preference in their community language.

Social isolation was also noted amongst many of the CALD community residents, and this increases as people age and commonly revert to their first language as they age. In CALD communities grandparents often care for the children. The more recent migrant populations from China and Korea identified that their parents have come to Australia to help raise their children and support the family and as the children grow up they learn English at School and lose their country of origin language. This can also lead to difficulties in communicating with their own grandparents as they often have not learned English.

Parenting – young CALD parents with school aged children require support with parenting this was



noted in the My Family Report;

- Some CALD parents have low literacy levels in their own language (as well as in English). They are unable to assist their children with homework and look to tutoring as a way to provide this support. This has financial consequences.
- Some CALD parents have high expectations regarding academic performance. Children in these families are very focused on achievement, and may miss out on a balanced healthy lifestyle that includes, active recreation, sport and socialisation.
- For a wide range of reasons, some families have their children raised overseas by family members (e.g. grandparents) and the children arrive in Australia to start school. This means that some parents are parenting a child for the first time, when the child is 5 years old. This has raised a number of issues, including:
 - Child experiences separation anxiety from grandparent/s and extended family
 - Child experiences settlement issues, even though parents have been here some time
 - Parents may have little experience and little support to raise their child

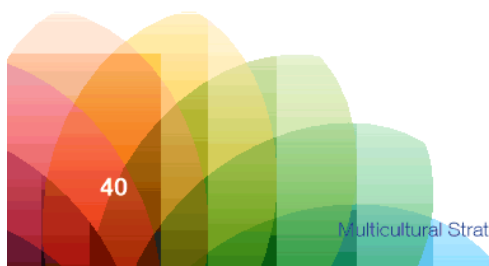
Other points/issues raised in the research were

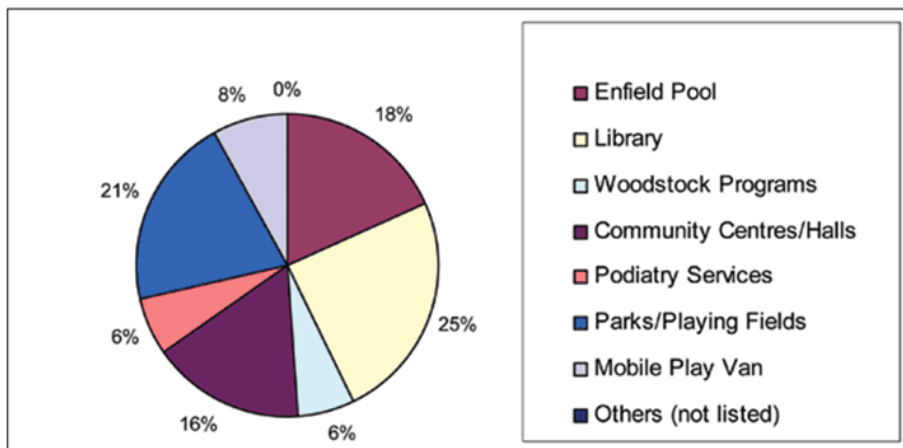
- Aged Care (for more established CALD communities and culturally specific)
- Support and information for new arrivals and migrants about mainstream services and Council services.
- Meeting places/community centre for group members to get together and have activities and functions
- Lack of social service infrastructure- limited number of ethno specific organisations within the LGA
- Communication and language
- Social isolation - not able to access wider community activities particularly the older Chinese and Korean residents as they care for their grandchildren, and when the children go to school they learn English and grow up speaking English and cannot communicate with grandparents. This was also noted by older Greek residents.
- Affordable housing
- Greater understanding between cultures – to increase opportunities for socialising and to meet people from different cultural backgrounds
- Non Chinese CALD community does not feel as recognised or acknowledged “*translations welcome people*”.
- Underemployment and underutilisation of skilled migrants (particularly in South Asian population who come as skilled migrants predominately).
- Mental health
- Career development/work pathways
- Housing affordability

Council Services used/accessed

Feedback from the consultations and survey identified that CALD community are accessing our facilities and services to a lesser degree.

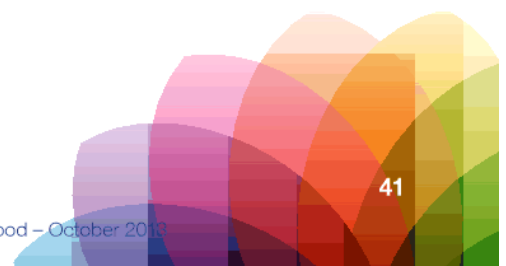
The library is the most used facility by the CALD community, followed by parks, playgrounds and open space, Enfield pool, and community centres including Woodstock. Mobile Play-van and the Podiatry service were also identified by CALD residents. The research identified there is a need to have places for CALD community members to meet and socialise some residents identified spending time in Burwood Park for approximately 4-5 hours per day, where they would sit on the park benches and gather with their friends. Many identified living in small apartments and the library, parks and open space, community meeting rooms were very important to them.





Most important Council programs, services and facilities required in the future

- Support for young families with young children especially first generation migrants
- Programs for new migrants and information on mainstream services
- Information translated into community languages
- More interaction with Council and Councillors
- More accessible services to predominant ethnic residents through bilingual staff
- Cultural events bringing different CALD communities together
- Equipment in the park for the seniors to use and exercise on
- For Council and staff to be more representative of the wider community.
- Cultural awareness and cultural competence training.
- Support building capacity within Council to build on responsiveness to the needs of communities.
- Improved awareness of services and programs in the area.
- Language/support groups especially for the older generation, understanding and accessing community services, and to be able to understand Australian culture
- Community grants to support CALD community
- Website translated
- Homework help
- Library facility
- Affordable meeting venues for groups to meet, socialise
- Promote Harmony Day and celebrate diversity through Multicultural festivals or events
- Access to a venue for meetings and activities and or festival
- Providing improved access to information about available programs
- Translations
- Employment training
- Youth programs
- Establish an Ethnic worker representative
- Transport
- Awareness of programs
- Activities for Mum's with young children
- Collaboration between groups
- Bridging the gap programs, education, information between different ethnic cultures
- Information exchange/open days
- New arrival information about Council and services locally



Most Effective Way of Communication

The majority of responses indicated a variety of mechanisms and that the information needs to be translated into community language groups to be accessible. The top five methods identified were:

- Translated Flyers and brochures
- Ethnic newspapers
- Council website
- Council newsletter
- Noticeboards (Burwood Park identified).

Challenges

- The increasing complexity from a wide variety of cultural backgrounds
- The majority of Migrant services are not located in the area
- The growing demographic diversity of Burwood with established older ageing CALD communities (Italian and Greek) coupled with the growth of new emerging and growing newly established communities. The need is highlighted for Council to improve its interaction and cultural awareness/ understanding given the changing demographic nature of the community.
- That there are more services and programs required for specific CALD communities including bilingual workers and or workers representative of the CALD communities. This includes events that promote the diversity of its residents.
- The increased need to be able to access low cost or no cost facilities (Halls and sporting grounds) for young and older people to participate in activities
- Provide adequate funds and resources for local multicultural communities to run and provide activities for their own social groups
- Reduced funding for CALD organisations by Government and this going to mainstream services
- Isolation of older people and those who speak poor English do not know how to access services.



C. REFERENCES

City of Sydney (2011) *Needs Assessment Report for the Korean Community in the City of Sydney*.

White Paper: *Cultural Harmony: the Next decade 2001-2012*

Community Relations Commission *Multicultural Advantage 2012-2015*

NSW State Plan (2006) and NSW (2021)

Australian Multicultural Advisory Council (2010), *The People of Australia* April 2010.

ANZSOG Institute of Governance at the University of Canberra 2013 –*Measuring the Changing face of Global Sydney, Globalisation and Cities Research Program*.

Australian Government 2012 *Access and Equity Strategy*

Kogarah City Council 2011 *Multicultural Strategy*

Hurstville City Council 2013 *Multicultural Strategy*

Marrickville Council 2010 *Strengthening Marrickville's Migrant Communities*

Waverley Council 2009 *Cultural Diversity Policy*

Burwood Council 2010 *Ageing Strategy*

K.JA *The Community engagement report on Burwood's Community Strategic Plan* (June 2010).

Burwood Council *Burwood2030 and Delivery Plan 2013-2017*

Burwood Council 2012 *EEO Policy and Action Plan*

Burwood Council 1997 *Local Ethnic Affairs Policy Statement*

Families New South Wales 2010 *My Family Report –Exploring the needs of culturally and linguistically diverse families with children (0-8 years), living in Sydney's Inner West*.

Community Relations Commission *Multicultural Planning a resource for practitioners*

Census data 2011 *Community ID* www.burwood.nsw.gov.au

NSW Government, legislation Principles of Multiculturalism Act (2000)

NSW Government Local Government Act (1993)

The Local Government Amendment *Planning and Reporting Act* (2009)

Migrant Resource Centre 2011 *Inner West Multicultural Network Needs Assessment*





Multicultural Strategy for the CALD Community in Burwood – October 2013
www.burwood.nsw.gov.au

(ITEM 33/18) DISCLOSURE OF PECUNIARY INTERESTS - IHAP PANEL MEMBERS PRIMARY RETURNS

File No: 18/12124

REPORT BY THE GENERAL MANAGER

Summary

In accordance with Clause Section 450A of the *Local Government Act 1993*:

- the General Manager must keep a Register of Pecuniary Interest Returns
- the Chair must arrange for the tabling of the Returns at the first meeting of the IHAP

Background

Under Clause 4.15 of the Code of Conduct for Local Planning Panel Members, Panel Members are required to make and lodge a disclosure of interest with the Panel Chair. This is required prior to the first panel meeting.

Receipt of the Disclosures lodged are as follows:

REGISTER OF DISCLOSURE OF INTEREST RETURNS PRIMARY RETURN

Position	Incumbent	Received
Chair	Dr Deborah Dearing	23 March 2018
Alternate Chair	Mr Graham Brown	23 March 2018
Alternate Chair	Ms Penny Holloway	19 March 2018
Expert Member	Mr Trevor Bly	14 March 2018
Expert Member	Ms Marjorie Ferguson	23 March 2018
Expert Member	Mr Wayne Carter	22 March 2018
Expert Member	Mr Lindsay Fletcher	23 March 2018
Expert Member	Ms Juliet Grant	23 March 2018
Expert Member	Mr Milan Marecic	22 March 2018
Expert Member	Mr Philip Sarin	14 March 2018
Expert Member	Ms Julie Walsh	25 February 2018
Community Member	Ms Cathryn Callaghan	22 March 2018
Community Member	Mr Jon Breen	23 March 2018
Community Member	Ms Chery Kemp	14 March 2018
Community Member	Mr Brian Kirk	21 March 2018

Recommendation(s)

That the Primary Disclosures by IHAP Panel Members (Pecuniary Interest) Returns primary returns be noted and accepted as tabled.

Attachments

There are no attachments for this report.

(ITEM 34/18) INVESTMENT REPORT AS AT 31 MARCH 2018

File No: 18/12809

REPORT BY CHIEF FINANCE OFFICER

Summary

In accordance with Clause 212 of the *Local Government (General) Regulation 2005*, this report details all money that Council has invested under Section 625 of the *Local Government Act 1993*.

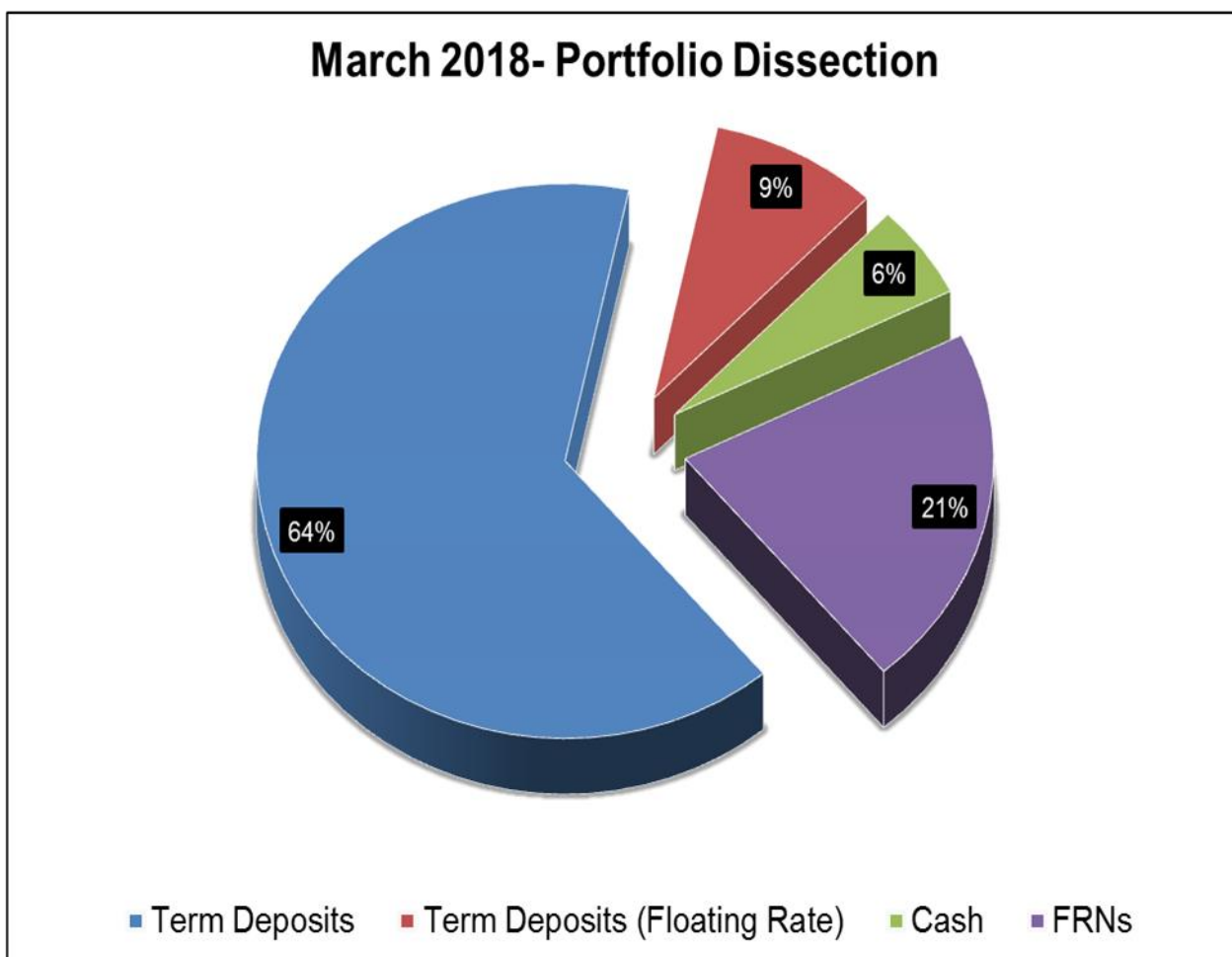
Background

As provided for in Clause 212 of the *Local Government (General) Regulation 2005*, a report listing Council's investments must be presented to Council.

Council's investments are made up of a number of direct investments, some of which are managed or advised by external agencies.

Investment Portfolio

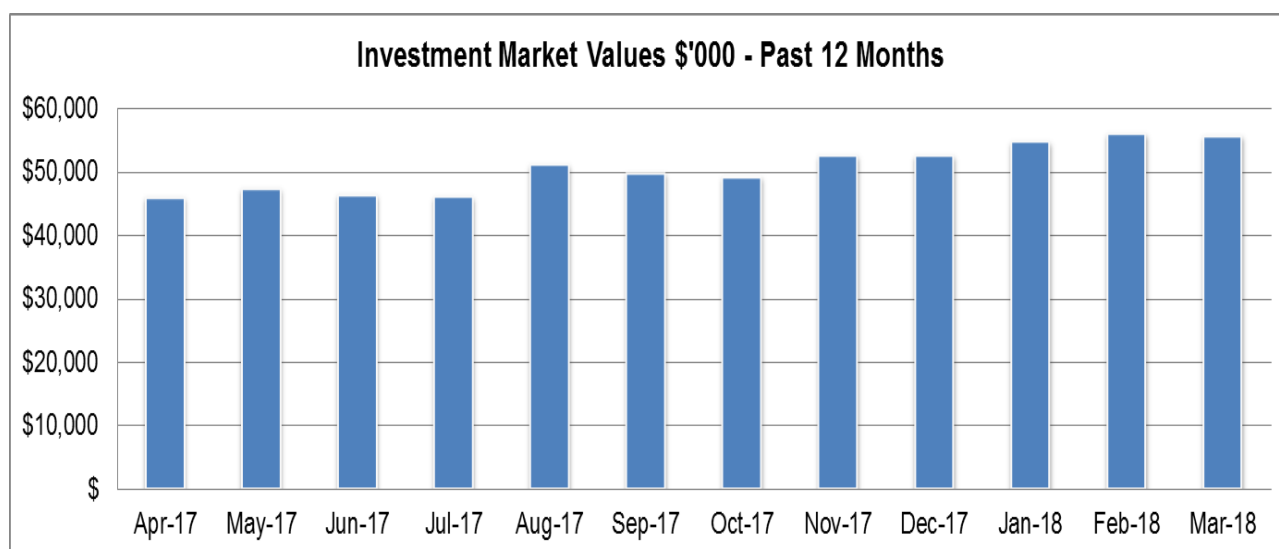
Council has a diversified investment portfolio and has a number of direct investments in term deposits. Its investment portfolio as at 31 March 2018 is:



As at 31 March 2018 Council held the following term deposits:

Purchase Date	Financial Institution	Principal Amount	Interest Rate	Investment Days	Maturity Date
17 Oct 17	Bank of Queensland	3,000,000	2.60%	182	17 Apr 18
04 Sep 17	AMP Bank (Imperium)	3,000,000	2.60%	270	01 Jun 18
20 Sep 17	AMP Bank (Imperium)	2,000,000	2.60%	271	18 Jun 18
24 Oct 17	National Australia Bank	2,000,000	2.54%	273	24 Jul 18
31 Aug 17	Westpac	3,000,000	2.61%	365	31 Aug 18
23 Oct 17	ING Bank (Curve)	3,000,000	2.96%	730	23 Oct 19
30 Oct 17	ING Bank (Imperium)	2,000,000	2.91%	730	30 Oct 19
07 Nov 17	ING Bank (Imperium)	2,000,000	2.90%	730	07 Nov 19
05 Dec 17	Auswide Bank	3,000,000	2.70%	182	05 Jun 18
07 Dec 17	ING Bank (Imperium)	3,000,000	2.83%	732	09 Dec 19
20 Dec 17	National Australia Bank	3,000,000	2.47%	148	17 May 18
16 Jan 18	Commonwealth Bank of Australia	2,000,000	2.64%	365	16 Jan 19
23 Feb 18	Commonwealth Bank of Australia	2,500,000	2.57%	270	20 Nov 18
21 Mar 18	National Australia Bank	3,000,000	2.70%	365	21 Mar 19
Total		36,500,000			

The following graph highlights Council's investment balances for the past 12 months:



Council's investment portfolio is recognised at market value and some of its investments are based on the midpoint valuations of the underlying assets and are subject to market conditions that occur over the month.

Council's investment balances as at reporting date and for the previous two months are detailed in Attachment 1. Definitions on the types of investments are detailed in Attachment 2.

Investment Performance and Market Commentary

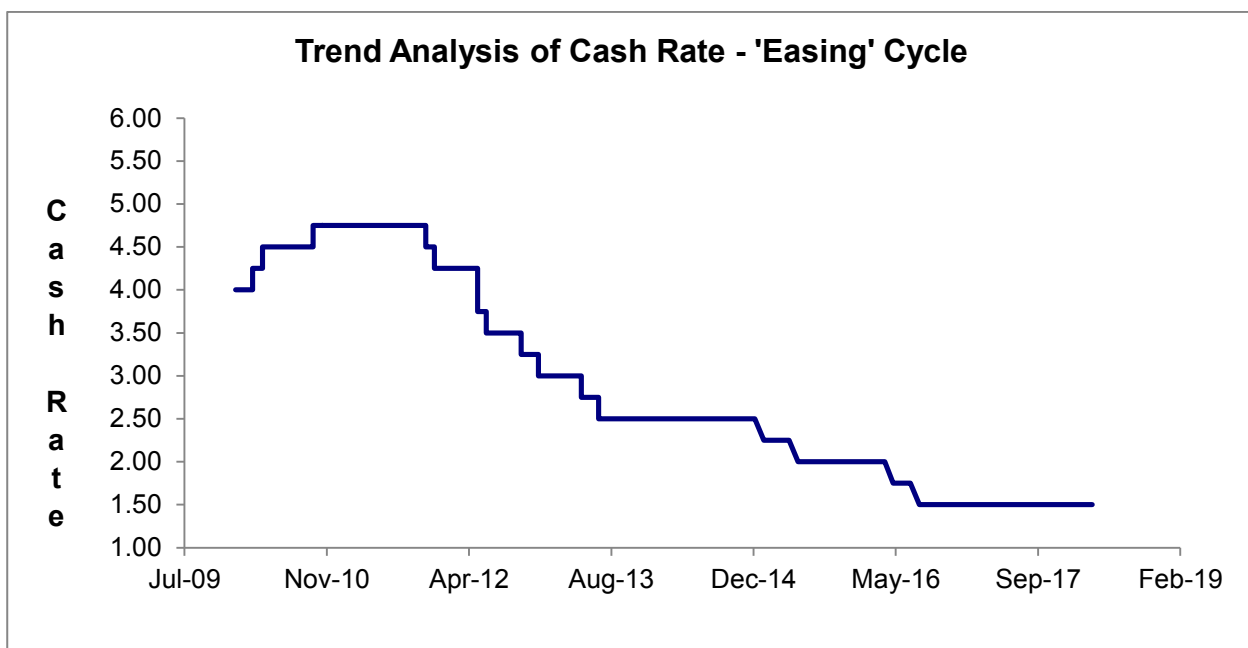
The Reserve Bank of Australia (RBA) at its 3 April 2018 Board Meeting kept the official cash rate unchanged at 1.50% per annum. According to the RBA Governor "...The global economy has strengthened over the past year, a number of advanced economies are growing at an above-trend rate and unemployment rates are low. Growth in the Chinese economy continues to grow solidly, with authorities paying increased attention to the risks in the financial sector and the sustainability of growth.

Domestically, the RBA forecast is for GDP to grow faster during 2018 as business conditions are looking positive and non-mining business investment has improved, with increased public infrastructure investment also supporting the economy. One continuing source of uncertainty is the outlook for household consumption, household income is growing slowly while debt levels remain high.

Employment has grown strongly over the past year and unemployment rate has declined, but has been steady at around 5.50% for the past six months. Employment has been rising in all states and has been accompanied by a significant rise in labour force participation. Notwithstanding the improving labour market, wage growth remains low which is likely to continue for a while yet, although the stronger conditions in the labour market should see some lift in wage growth over time. Inflation remains low and is expected to pick up gradually as the economy strengthens.

The low level of interest rates is continuing to support the Australian economy, progress in reducing unemployment and having inflation return to target is expected, although this progress is likely to be gradual. The Board has judged that holding the stance of monetary policy unchanged at this meeting would be consistent with sustainable growth in the economy and achieving the inflation target over time....” Statement by Philip Lowe, Governor: Monetary Policy Decision – 3 April 2018.

The following graph provides information on the current RBA monetary policy:



Recommendations(s)

1. That the investment report for 31 March 2018 be received and endorsed.
2. That the Certificate of the Responsible Accounting Officer be received and noted.

Attachments

- 1 [↓](#) Investment Register March 2018 1 Page
- 2 [↓](#) Investment Types 1 Page

ITEM NUMBER 34/18 - ATTACHMENT 1

Investment Register March 2018

BURWOOD COUNCIL
INVESTMENT PORTFOLIO
as at 31 March 2018

Investment Adviser	Issuer	ADJ or N-ADI	Investment Name	Type	Rating SAIF	Invested Amount	Market Value as at 31 January 2018	Market Value as at 28 February 2018	Market Value as at Reporting Date	% of Total Invested
Cash										
Council	Commonwealth Bank	ADI	Operating Account	Cash	AA-	2,961,485	2,241,589	2,804,001	2,561,466	4.61
Council	Commonwealth Bank	ADI	Online Saver	At Call	AA-	491,205	1,559,411	500,735	491,205	0.88
Council	AAP Bank Limited	ADI	AAP Business Saver & Notice Account	At Call Notice 30 days	A	58,975	58,716	58,860	58,975	0.11
Term Deposits										
Council	Commonwealth Bank of Australia	ADI	Commonwealth Bank of Australia	Term Deposit	AA-	2,500,000	2,100,000	2,500,000	2,500,000	4.50
Council	ING Bank (Germany)	ADI	ING Bank	Term Deposit	BBB+	3,000,000	3,000,000	3,000,000	3,000,000	5.39
Council	ING Bank (Spain)	ADI	ING Bank	Term Deposit	BBB+	3,000,000	3,000,000	3,000,000	3,000,000	5.39
Council	Avastor Bank	ADI	Avastor Bank	Term Deposit	BBB-	3,000,000	3,000,000	3,000,000	3,000,000	5.39
Council	ING Bank (Germany)	ADI	ING Bank	Term Deposit	BBB+	3,000,000	3,000,000	3,000,000	3,000,000	5.39
Council	ING Bank (Germany)	ADI	ING Bank	Term Deposit	BBB+	3,000,000	3,000,000	3,000,000	3,000,000	5.39
Council	Commonwealth Bank of Australia	ADI	Commonwealth Bank of Australia	Term Deposit	A-	3,000,000	3,000,000	3,000,000	3,000,000	5.39
Council	ING Bank (Spain)	ADI	ING Bank	Term Deposit	A-	3,000,000	3,000,000	3,000,000	3,000,000	5.39
Council	AAP Bank (Ireland)	ADI	AAP Bank	Term Deposit	AA-	3,000,000	3,000,000	3,000,000	3,000,000	5.39
Council	National Australia Bank	ADI	National Australia Bank	Term Deposit	AA-	3,000,000	3,000,000	3,000,000	3,000,000	5.39
Council	AAP Bank (Ireland)	ADI	AAP Bank	Term Deposit	AA-	2,000,000	2,000,000	2,000,000	2,000,000	3.60
Council	National Australia Bank	ADI	National Australia Bank	Term Deposit	AA-	2,000,000	2,000,000	2,000,000	2,000,000	3.60
Council	National Australia Bank	ADI	National Australia Bank	Term Deposit	AA-	2,000,000	2,000,000	2,000,000	2,000,000	3.60
Council	National Australia Bank	ADI	National Australia Bank	Term Deposit	AA-	2,000,000	2,000,000	2,000,000	2,000,000	3.60
Council	National Australia Bank	ADI	National Australia Bank	Term Deposit	AA-	2,000,000	2,000,000	2,000,000	2,000,000	3.60
Council	National Australia Bank	ADI	National Australia Bank	Term Deposit	AA-	2,000,000	2,000,000	2,000,000	2,000,000	3.60
Council	National Australia Bank	ADI	National Australia Bank	Term Deposit	AA-	2,000,000	2,000,000	2,000,000	2,000,000	3.60
Council	National Australia Bank	ADI	National Australia Bank	Term Deposit	AA-	2,000,000	2,000,000	2,000,000	2,000,000	3.60
Council	National Australia Bank	ADI	National Australia Bank	Term Deposit	AA-	2,000,000	2,000,000	2,000,000	2,000,000	3.60
Council	National Australia Bank	ADI	National Australia Bank	Term Deposit	AA-	2,000,000	2,000,000	2,000,000	2,000,000	3.60
Term Deposits - Fixed & Floating Rates										
Council	Commonwealth Bank	ADI	Commonwealth Bank	Global Fixed Income Deposit 0.5 Yr. fixed plus 4.5 Yr (90day BBSW + 0.80 bps)	AA-	2,000,000	2,000,000	2,000,000	2,000,000	3.60
Council	Westpac	ADI	Westpac	Global Fixed Income Deposit 2 Yr. Fixed plus 3 Yr (90day BBSW + 1.05 bps)	AA-	3,000,000	3,000,000	3,000,000	3,000,000	5.39
Floating Rate Notes										
Council	Suncorp-Metway Limited	ADI	Suncorp-Metway Limited	Floating Rate Notes (90 day BBSW rnd +94 bps)	A+	2,000,000	2,008,950	2,006,376	2,003,866	3.60
Council	Bank of Queensland	ADI	Bank of Queensland	Floating Rate Notes (90 day BBSW +105 bps)	A-	1,000,000	1,012,900	1,005,507	1,004,342	1.81
Council	Bendigo-Heidelberg	ADI	Bendigo Bank & Adelaide Bank	Floating Rate Medium Term Notes (90 day BBSW +110 bps)	BBB+	1,000,000	1,006,635	1,006,391	1,005,252	1.81
Council	Suncorp-Metway Limited	ADI	Suncorp-Metway Limited	Floating Rate Notes (90 day BBSW rnd +94 bps)	A+	1,500,000	1,510,866	1,510,766	1,506,648	2.71
Council	Bendigo-Heidelberg	ADI	Bendigo Bank & Adelaide Bank	Floating Rate Notes (90 day BBSW rnd + 105 bps)	BBB+	1,500,000	1,502,183	1,502,652	1,492,313	2.68
Council	ANZ Group	ADI	ANZ Group	Floating Rate Notes (90 day BBSW rnd + 77 bps)	A+	2,000,000	2,001,670	1,999,096	1,988,430	3.58
Council	Newcastle Permanent Building Society	ADI	Newcastle Permanent Building Society	Floating Rate Notes (90 day BBSW +140 bps)	BBB	1,250,000	*	1,251,035	1,248,468	2.24
Council	AAP Bank Limited	ADI	AAP Bank Limited	Floating Rate Notes (90 day BBSW +110 bps)	A	750,000	755,833	755,705	754,682	1.36
Grand Total						55,611,646	54,559,882	55,591,150	55,614,345	87.41

Credit Rating	Extremely strong capacity to meet financial commitments
AAA	Extremely strong capacity to meet financial commitments
AA	Very strong capacity to meet financial commitments but somewhat susceptible to adverse economic conditions and changes in circumstances.
A	Adequate capacity to meet financial commitments, but more subject to adverse economic conditions than higher ratings.
BBB	Adequate capacity to meet financial commitments, but more subject to adverse economic conditions than higher ratings.
B	Payment default on financial commitments.
C	Payment default on financial commitments.
D	Means that a rating may be raised.
+	Means that a rating may be lowered.

Certificate of Responsible Accounting Officer

I hereby certify that the investments listed have been made in accordance with Section 625 of the Local Government Act 1993, Clause 212 of the Local Government (General) Regulation 2005 and Council's Investment Policies at the time of their placement.

W. J. Arncliffe
Wayne Arncliffe

Chief Finance Officer

Investment Types

Types of Investments

Council's investment portfolio consists of the following types of investment:

1. **Cash and Deposits at Call** – Cash and Deposits at Call accounts are a flexible savings facility providing a competitive rate of interest for funds which are at call (available within 24hours). These accounts enable us to control Council's cashflows along with council's General Fund Bank account. Interest rates are updated in accordance with movements in market rates.

The following investments are classified as Cash and Deposits at Call:

- Commonwealth Bank of Australia – Operating Bank Account AA-
- Commonwealth Bank of Australia – Online Saver AA-
- AMP Business Saver and Notice – At Call/Notice A

2. **Floating Rate Notes (FRN)** - FRNs are a contractual obligation whereby the issuer has an obligation to pay the investor an interest coupon payment which is based on a margin above bank bill. The risk to the investor is the ability of the issuer to meet the obligation.

FRNs are either sub-debt or senior-debt which means that they are guaranteed by the bank that issues them with sub-debt notes rated a notch lower than the bank itself. The reason for this is that the hierarchy for payments of debt in event of default is:

- a. Term Deposits
- b. Global Fixed Income Deposits
- c. Senior Debt
- d. Subordinated Debt
- e. Hybrids
- f. Preference shares
- g. Equity holders

In the case of default, the purchaser of subordinated debt is not paid until the senior debt holders are paid in full. Subordinated debt is therefore more risky than senior debt.

(ITEM 35/18) CIVICRISK MUTUAL - 2018 INSURANCE POOL STUDY TOUR AND PUBLIC RISK INSURANCE MANAGEMENT CONFERENCE IN THE USA

File No: 18/12917

REPORT BY THE GENERAL MANAGER

Summary

CivicRisk Mutual consists of 16 Councils and they annually choose three representatives to attend a Study Tour, either in the United States or the United Kingdom. These locations are chosen because of particularly related conferences, being held in conjunction with a study tour of a number of similar governed insurance pools in those countries.

It was decided by the CivicRisk Mutual Management Committee to send delegates to this year's Public Risk Insurance Management Association Annual Conference (PRIMA) in the United States at Indianapolis Indiana, in conjunction with meeting with Local Government insurance pools in Madison Wisconsin, Indianapolis Indiana, Chicago Illinois, Columbus Ohio and Washington DC in June 2018.

Background

Burwood has been a member of CivicRisk Mutual and its predecessors since 2012. Council's Executive Manager Organisation Development, Mr Brian Mortimer, has been nominated as delegate to represent the CivicRisk Mutual Management Committee at the 2018 Public Risk Insurance Management Association (PRIMA) annual conference in Indianapolis Indiana, as well as attending associated insurance pool meetings in Madison Wisconsin, Indianapolis Indiana, Chicago Illinois, Columbus Ohio and Washington DC in June 2018.

PRIMA is an association of United States Local Government Risk Managers who educate over 1000 delegates on risk management strategies and challenges and how they influence insurance policies and government intervention in local government.

Financial Implications

CivicRisk Mutual will be covering full costs of all flights, accommodation, conference attendance and registration of the delegate and there will be no cost to Council other than special leave from Council for Mr Mortimer to attend the conference and insurance pool meetings.

The proposed itinerary is as follows:

Depart Australia on Thursday 31 May 2018 and attend meeting with insurance pools in Madison Wisconsin in the week commencing 1 June 2018. Attend PRIMA 2018 annual conference Sunday 3 June 2018 to Wednesday 6 June 2018 then attend meetings with insurance pools in Chicago Illinois from 8 to 10 June 2018; in Columbus Ohio from 11 to 13 June 2018 and in Washington DC from 14 to 16 June 2018. Return to Australia on Sunday 17 June 2018.

Recommendation(s)

1. That Council approve the attendance of the Executive Manager Organisation Development, Mr Brian Mortimer, at the United States 2018 PRIMA annual conference in Indianapolis Indiana and associated insurance pool meetings in Madison Wisconsin, Indianapolis Indiana, Chicago Illinois, Columbus Ohio and Washington DC from 31 May 2018 until 17 June 2018, as a delegate representing the CivicRisk Mutual Management Committee.
2. That a report to Council be prepared by Mr Mortimer at the conclusion of the tour.

Attachments

There are no attachments for this report.

(ITEM 36/18) DELIVERY PROGRAM 2013/17 - QUARTERLY REPORT FOR THE PERIOD ENDING 31 MARCH 2018

File No: 18/13357

REPORT BY DEPUTY GENERAL MANAGER CORPORATE, GOVERNANCE & COMMUNITY

Summary

Following the introduction of the Integrated Planning and Reporting framework in 2009, Section 404(5) of the *Local Government Act 1993* requires that the General Manager provide progress reports to the Council, at least every six months, as to its progress with respect to the principal activities detailed in its Delivery Program.

As per Burwood Council's Delivery Program 2013-2017 (Strategic Goal 2.1.2), a review of the Program is to be presented to Council on a quarterly basis.

Background

The report reflects the structure of the Delivery Program 2013-2017 and Operational Plan 2017-2018, which in turn follow the targets identified by the Community in 2010 and 2013 as part of the Burwood2030 Community Strategic Plan.

The Operational Plan covers the period 1 July 2017 to 30 June 2018, and is a continuation of the sub-set of the Delivery Program 2013-2017, which was adopted at the June 2017 Council meeting.

The strategic goals are divided into five themes:

- A Sense of Community
- Leadership Through Innovation
- A Sustainable Natural Environment
- Accessible Services and Facilities
- A Vibrant Economic Community

Each strategic goal is divided into actions, which represent the specific initiatives Council proposes to implement to achieve the identified targets. The Delivery Program includes a total of 256 actions, allocated into quarters as part of the annual Operational Plan.

The reporting structure features:

- planned action
- identified performance measure
- target (indicating in which quarter Council plans to start or deliver the service)
- status (a management assessment of the project/activity)
- comment

Reporting Structure

Key users are required to provide a rating (Status) and a comment for each strategic action they are responsible for. The rating options are as follows:

On Track	The activity/project has been completed on time, or is ongoing and progressing regularly
Watch	The activity/project is underway, but has not been completed on time, or its completion date has been postponed
No Activity	The activity/project has not started
Not Due	No activity is planned for that specific quarter

These requirements support and promote a continuous risk evaluation process for staff and management, which allows the identification of risks and opportunities at an early stage in the delivery of activities/projects.

Measuring Our Success

For the period 1 January – 31 March 2018, Council has registered the following progress:

Status	Number
On Track	253
Watch	1
No Activity	0
Not Due	2
Total	256

In addition to the full Quarterly Review report (see attached) the General Manager and Executive Team provide to Council and the public an exception report highlighting and explaining the top 5 actions that have been rated as “Watch” or “No Activity” based on a management risk assessment.

For the reporting period 1 January – 31 March 2018 there were zero “No Activity” items, one “Watch” item and two “Not Due” items.

Below is a summary of the “Watch” item/s:

Strategic Goal	Action	Target	Comment
1.2.11 Provide new learn-to-swim and lifesaving programs and encourage community participation.	1.2.11.1 Introduce a new Squad Swimming Program.	Increase participation in the Squad Swimming Program by 5% per year.	Squad Program attendance is by drop-in only. Attendance for Q3 2017/18 was 499, down 9.2% (50 visits) from same Q3 2016/17. Review of squad programs and bookings to be conducted.

Consultation

Once the Plan is endorsed by Council, the Delivery Program Quarterly Report will be made available to the public on Council’s Website, and in hard copy at the Library and Community Hub, and at the Customer Service Centre.

Planning or Policy Implications

In accordance with Section 404(5) of the *Local Government Act 1993* the General Manager must provide progress reports to the Council, at least every six months, as to its progress with respect to the principal activities detailed in its Delivery Program. Burwood Council’s Delivery Program 2013/17 (Strategic Goal 2.1.2) requires that a review of the Program is to be presented to Council on a quarterly basis.

Financial Implications

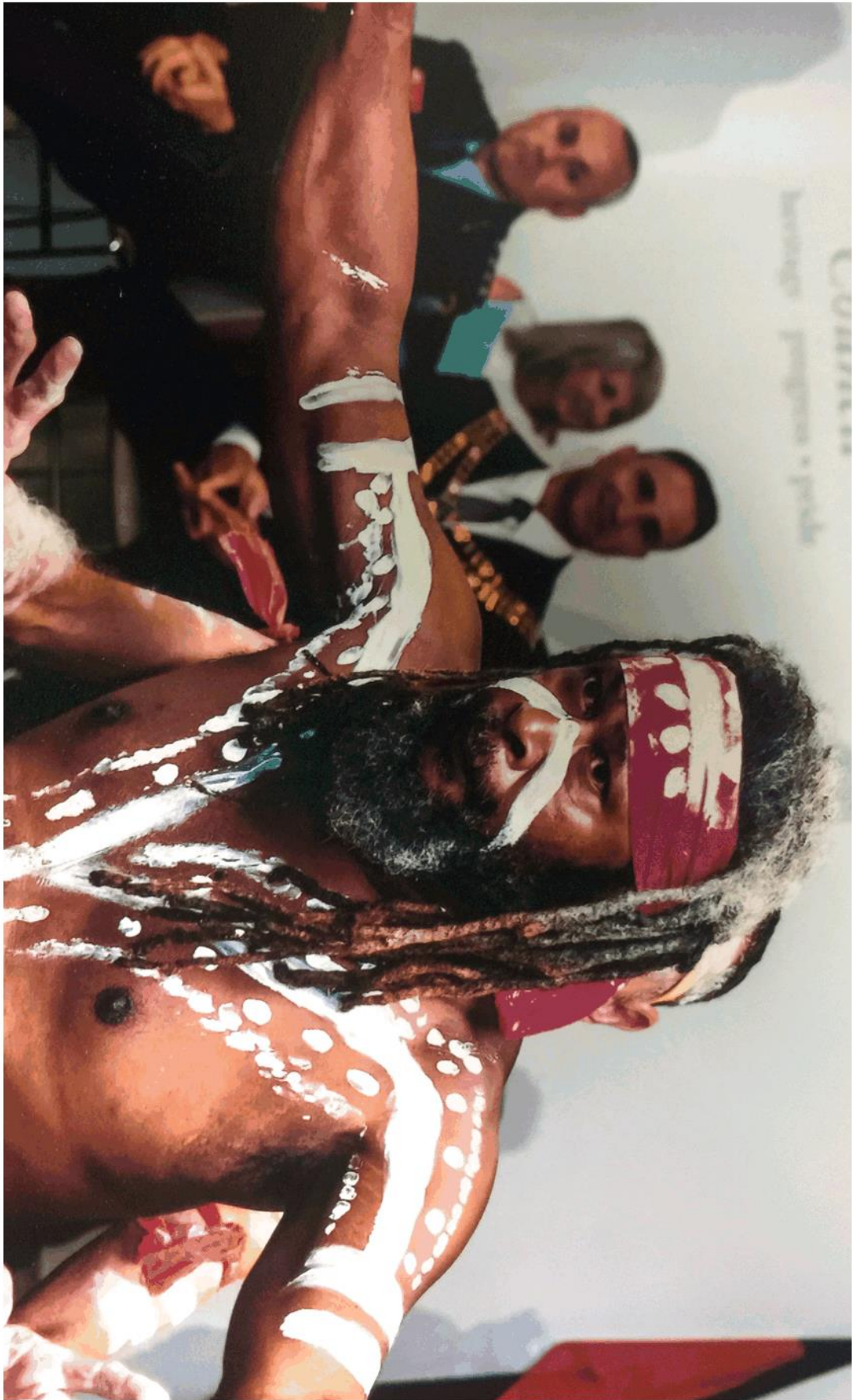
No Financial implications.

Recommendation(s)

That Council endorse the Delivery Program 2013-2017 Quarterly Report for the period ending 31 March 2018.

Attachments

1 [↓](#) Operational Plan_2017/18_Quarter 3



Burwood Council
heritage • progress • pride

Operational Plan 2017-18
Quarterly Report

For the period ending 31 March 2018

HOW TO READ THE OPERATIONAL PLAN 2017-18 – QUARTERLY REPORT FOR THE PERIOD ENDING 31 MARCH 2018

Themes

The Operational Plan is divided into five themes:

- **A Sense of Community**
- **Leadership Through Innovation**
- **A Sustainable Natural Environment**
- **Accessible Services and Facilities**
- **A Vibrant Economic Community**

Strategic Goals

Each theme is divided into strategic goals, which address the priorities identified by the community during the Burwood2030 Community Strategic Plan consultation.

Responsibility

Identifies the team in Council responsible for the delivery of the specific strategic goal.

Service

The services Council carries out on an ongoing basis.

Action





The specific initiative that Council proposes to implement to achieve a strategic goal.

Service Standard

The performance indicator against which the actions will be measured.

Quarter

Indicates in which of the quarters Council plans to start or deliver the service.

-  Denotes Council has commenced the action or that the action is ongoing
-  Denotes Council has completed the action
-  Denotes no activities are scheduled for that quarter
-  Denotes the action will commence and be completed in the same quarter

Council's management team supports and promotes a continuous risk evaluation process, which allows the identification of risks and opportunities at an early stage in the delivery of activities/projects.

The quarterly report includes a status rating for each of the strategic actions.

The status options are as follows:

On Track The activity/project has been completed on time, or is ongoing and progressing regularly

Watch The activity/project is underway, but has not been completed on time, or its completion date has been postponed

No Activity The activity/project has not started

Not Due No activity is planned for that specific quarter

THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PERFORMANCE MEASURE)	TARGET	STATUS	COMMENT
1 - A Sense of Community							
1.1 - A safe community for residents, workers and visitors							
1.1.1 - Maintain clean and attractive streets and public spaces.							
Lead: Assets, Landscape, Architecture, Urban Design & Contracts Secondary: Works, Operation & Parks	Capital Works		Complete Capital Works on time, within budget and to standards, including Walksafe Program, Road Resurfacing, kerb & gutter and stormwater - 95% Completed	95% Completed		On Track	Capital Works completed during this quarter include: Kerb and gutter and footpath upgrades at Hennessy St from Meala St to the Council boundary, Kerb and gutter reconstruction at Moseley St from Cooper St to Cowdery Lane, Kerb and Gutter and Drainage reconstruction at Wentworth Rd from Angel St to Nicholson St east side, Footpath reconstruction completed at Albert Cres, Froggatt Cres, Lea St, Lily St, Railway Pde and Gloucester Ave, Lucas Rd, Waralah St, Construction of new roundabout at Tullimber St, cr of Tavistock St, Construction of new at grade Pedestrian Crossing and kerb extension at Wentworth Rd near Russell St, Roundabout reconstruction at Everton Rd and Wentworth Rd, Footpath upgrade including planting of new street trees at Durnis Lane from Victoria Ave to Park Ave, New parking bays at Lurthorne Ave, Weil Ave and Trelawney Ave, New shelter and seating at Grant Park
	Stormwater Drainage Network		Maintain, clean stormwater drainage network.	Inspect pits in critical locations (hot spots) twice a year.		On Track	Council actively inspects pits identified as being drainage hot spots or critical location and schedule the cleaning of these pits as required.
	Lead: Works, Operation & Parks Secondary: Works, Operation & Parks		Blocked drainage pits cleaned.	Within seven working days after being reported		On Track	Reactively Council responds to Customer requests within the stipulated timeframes. Pro-actively, Council inspects pits determined as being high risk or critical and are scheduled for cleaning as required or routinely.
	Lead: Assets, Landscape, Architecture, Urban Design & Contracts Secondary: Works, Operation & Parks	Shopping Precincts	Clean footpaths in CBD areas of Strathfield, Croydon Park, Croydon, Burwood and Enfield.	Daily		On Track	Footpaths in all CBD areas are cleaned with a combination of mechanical and manual sweeping techniques on a daily basis.
	Lead: Works, Operation & Parks Secondary: Works, Operation & Parks		Remove dumped rubbish from shopping precincts, carparks and streets.	Collected within two working days from request.		On Track	All dumped rubbish is collected within 2 days of request in accordance with agreed levels of service.
		Maintain planter boxes along footpaths in CBD areas.	Monthly		On Track	Planter boxes in the CBD areas are serviced for litter removal on a daily basis by both Council sweeping staff and the Safe and Clean contractors.	
	Street Cleaning	Street sweeping.	Streets swept within a three week cycle with urgent requests responded to within three working days.		On Track	Burwood's road network of 611 lineal km is swept over a 3 week sweeping cycle. 30 lineal km are completed every week of the 3 week cycle on a set routine. In addition to the weekly average, an additional 13	

THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PERFORMANCE MEASURE)	TARGET	STATUS	COMMENT
		Carpark Cleaning	Provide clean and safe parking areas and landscaped areas	Major carparks (Wynne Ave, Parnell St, Elizabeth St, Fitzroy St, Myria St) cleaned daily		On Track	Inreal km of reactive sweeping activities e.g. CRM's, known hotspots and residents requests is also undertaken
		Crime & Safety	Implement Council's Graffiti Management Strategy.	Graffiti removed within five working days		On Track	Council utilises a combination of mechanical and manual sweeping techniques for cleaning of major and minor car parks on a 5 days a week basis, with additional clean ups as required.
	Lead: Parks Secondary: Works, Operation & Parks	Carpark Cleaning	Weed spraying of streets and carpark areas	Four times per year.		On Track	Reactively Council responds to customer requests for removal of Graffiti from Council owned infrastructure and any other offensive Graffiti within the stipulated timeframes. Pro-actively, Council's Graffiti team inspects hot-spots and cleans as required.
		Street Cleaning	Mowing of nature strips based on eligibility	Every six weeks		Not Entered	Selective weed removal in some areas carried out this quarter. Weed spraying by contractors of all streets and Council car parks in the Burwood LGA was carried out in late February/early March. Council provides a nature strip mowing service to residents that are aged pensioners or have medical conditions preventing them from carrying out mowing activities. This service is provided on a six week cycle by mowing contractors.
	Lead: Assets, Landscape, Architecture, Urban Design & Contracts Secondary: Works, Operation & Parks	Asset Management Plans	Update asset management plans for civil assets including kerb & gutter, footpath, storm water and roads.	Update plans as assets are upgraded.		On Track	Residents need to apply to Council and provide proof of eligibility to receive this service such as an aged pension card or letter from their doctor. Council has completed new road infrastructure condition data capture and assessment following the previous data capture and assessment that was done in 2012. This new condition data has been imported into Council's New Asset Management Software ASSETiC, which was procured and is being implemented and configured to prioritise, schedule and formulate forward capital and maintenance works programs. This will assist Council to strategically manage its civil assets and provide real time condition data for these assets which will be used to update asset management plans.
	Lead: Parks Secondary: Works, Operation & Parks	Tree Maintenance	Respond to tree maintenance requests.	Requests addressed within 28 days.		On Track	Over 100 Customer Service Requests (CRM) completed for all tree maintenance works with 96% compliant with service standard
	Lead: Works, Operation & Parks Secondary: Works, Operation & Parks	Street Cleaning	Clean area around bus shelters.	Daily in Burwood, Croydon and Strathfield CBD areas		On Track	Tree trimming CRM requests were 100% compliant with Councils 28 working day service standard
				Twice weekly outside CBD areas.		On Track	All bus shelters within all CBD areas cleaned on a daily basis. Approximately 110 bus shelters are located outside the CBD areas and are cleaned twice a week

THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PERFORMANCE MEASURE)	TARGET	STATUS	COMMENT
Lead Assets, Landscape, Architecture, Urban Design & Contracts Secondary Works, Operation & Parks	Asset Management Plans	Clean-up Service	Undertake inspections of footpaths in high pedestrian areas.	100% of footpaths in high pedestrian areas assessed annually i.e. Town Centre, schools, commercial areas etc.	●	On Track	Council has completed new road infrastructure condition data capture and assessment following the previous data capture and assessment that was done in 2012. This new condition data has been imported into Council's New Asset Management Software ASSETIC which was procured and is being implemented and configured to prioritise, schedule and formulate forward capital and maintenance works programs.
				10% of drainage system assessed annually via CCTV inspections.	●	On Track	Council was successful in receiving grant funding from the Office of Environment and Heritage (OEH), to carry out Overland Flow Flood Studies for all its stormwater drainage catchments. All of these overland flow flood studies are ongoing and final draft reports have been completed.
				Quarterly Planning Meetings and reporting of outages within twenty four hours.	●	On Track	This will provide Council with flood and drainage assessment information on the storm water system for those catchments. Council also investigates and undertakes various CCTV inspections throughout the year of its stormwater drainage network.
				100% of resident queries / complaints investigated and attended to within fourteen days including response.	●	On Track	Street lighting outages have been investigated within a 24 hour period of initial report, with Ausgrid being notified upon completion of preliminary audit where necessary. The average repair time confirmed in Ausgrid's Performance Management Plan for its public lighting assets is 4-5 days from receipt of fault report. This is within the minimum Ausgrid service standard of less than 8 days.
Lead Works, Operation & Parks Secondary Works, Operation & Parks	Public Litter Bins	Provide a service to remove household items.	Effectively maintain liaison with Energy Australia in regards to the design, supply, maintenance, alteration and upgrading of street lighting services.	Provision of two Clean-up Services per annum – one scheduled & one at call.	●	On Track	All scheduled area clean ups are up to date. All booked clean ups are also up to date.
				Public waste bins in CBD areas (Be Tidy Bins) emptied daily and as required in high traffic areas.	●	On Track	All be-tidy bins within all the CBD areas emptied on a 7 day a week basis.
				Wash public waste bins monthly.	●	On Track	All stainless steel be-tidy surrounds are high pressure washed on a monthly basis and as required.
Attend to queries in regards to street lighting, negotiate and follow up with Energy Australia.	Street Lighting	Provide waste collection for public areas.	Attend to queries in regards to street lighting, negotiate and follow up with Energy Australia.	100% of resident queries / complaints investigated and attended to within fourteen days including response.	●	On Track	Street lighting investigations as well as night audits have been undertaken for the following locations within the Burwood LGA, Burwood Road, Railway Parade, Selborne Street, The Strand, Queen Street, Boundary Street, Baker Street, Hennessy Street, Blair Park and Henley Park. 100% of all required upgrades and maintenance works that were required have been completed successfully and within Ausgrid's minimum service standards of less than 8 days.

THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PERFORMANCE MEASURE)	TARGET	STATUS	COMMENT
Lead Assets, Landscape, Architecture, Urban Design & Contracts Secondary Works, Operation & Parks	Infrastructure Maintenance Work	Measure, evaluate asset condition and develop forward programs.	Infrastructure Assets Maintenance Program, including roads, footpaths, kerb and gutter and drainage, developed by 30 April each year for the following financial year and forward programs reported quarterly.	100% investigated, assessed and programmed within two working days.	●	On Track	In 2015 Council has completed new road infrastructure condition data capture and assessment following the previous data capture and assessment that was done in 2012. This new condition data has been imported into Council's New Asset Management Software ASSETIC which was procured and is being used to prioritise, schedule and formulate forward capital and maintenance works programs.
			Road and footpath Repairs – Low Risk Condition Notification.	100% investigated, assessed and programmed within four working days.	●	On Track	Reactively Council responds to Customer Requests within the stipulated time frames. Proactively Council's Civil Team and Contractors are tasked with making safe identified defects whilst working within the area. Defects investigated, assessed and programmed within 2 working days.
Lead Works, Operation & Parks Secondary Works, Operation & Parks	Burwood Safe and Clean Program	Ongoing cleaning and inspection of footpaths in the Burwood CBD and surrounding streets	Cleaning and inspection of footpaths in Croydon, Strathfield and Liverpool Road shopping precincts	Weekly	●	On Track	The Safe & Clean Team perform daily cleaning and reporting services along the main business streets in the Burwood Local Government Area. The Safe & Clean Team remove light litter and small spills whilst they walk along the main business streets and report any safety issues to the relevant Council Team for action.
			Removal of illegal advertising material in the Burwood CBD and surrounding streets	Daily	●	On Track	Council's Safe & Clean Team patrol main business streets on a daily basis removing and reporting all illegal advertising material on display on public structures in the Local Government Area (LGA). Council Outdoor Maintenance Crew also assist by removing and reporting illegal advertising material outside the area patrolled by the Safe & Clean Team. Council's Law Enforcement Officer investigate and enforce unlawful advertising in the LGA.
Assist with management of outdoor seating regulations in CBD areas			Removal of illegal advertising material in Croydon, Strathfield and Liverpool Road shopping precincts	Weekly	●	On Track	Council's Safe & Clean Team patrol main business streets on a daily basis removing and reporting all illegal advertising material on display on public structures in the Local Government Area (LGA). Council Outdoor Maintenance Crew also assist by removing and reporting illegal advertising material outside the area patrolled by the Safe & Clean Team. Council's Law Enforcement Officer investigate and enforce unlawful advertising in the LGA.
			Assist with management of outdoor seating regulations in CBD areas	Daily	●	On Track	Council's Safe & Clean Team and Law Enforcement Teams patrol all streets on a daily basis where the activity of outdoor eating/drinking occurs in the Local Government Area. The patrols ensure that the activity is approved and/or in compliance with any such approval. Council's Law Enforcement Team enforce any party not acting in compliance with their approval

THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PERFORMANCE MEASURE)	TARGET	STATUS	COMMENT
1.1.2 - Work with key partners and the community to reduce crime and improve community safety.	Lead: Compliance Secondary: Compliance	City Safe Program	Maintain a strategic CCTV capability	Authorised requests for footage completed within two working days.	●	On Track	Council's City Safe Program works closely with the Local Police to ensure that public domain areas with CCTV camera coverage are monitored during crime times and all crime activity that occurs within this location is enforced by Police.
	Lead: Community and Library Services Secondary: Compliance	Community Development (Community Safety)	Meet and discuss crime activity and trends with Police.	Meet on a monthly basis.	●	On Track	Council Officers meet with Local Police on a weekly basis to discuss crime trends and patterns to develop strategies to combat any increases in crime. Council and Police have a good and active working relationship.
	Lead: Community and Library Services Secondary: Compliance	Networking	Work in partnership with the Police on community safety and crime prevention issues and attend key meetings, including safety precinct committees and Liquor Accord.	Attend all scheduled meetings and have a proactive representation in the Accord.	●	On Track	Monthly meetings between Council staff and the NSW Police are held to identify any crime trends in the area and inform appropriate prevention strategies. The following campaigns have been developed to address identified crime issues: <ul style="list-style-type: none"> Preventing Personal Theft in the Library campaign will see the development of posters in English and Chinese, pull up banners and mouse pads reminding patrons to take care of their belongings. The Push Bike Theft Awareness campaign is a targeted crime prevention initiative aimed at reducing the rate of bicycles been stolen in the Burwood LGA. It includes a multilayered crime reduction approach at identified hotspots. Staff safety workshops have been developed in conjunction with Police and Council and delivered to all Library Services staff.
	Lead: Compliance Secondary: Compliance	Networking	Attend SSROC Compliance meetings to promote networking between Councils.	Attend all scheduled meetings.	●	On Track	Councils within the Southern Sydney Region Of Councils (SSROC) meet on a quarterly basis to discuss issues and ways for improvement to the quality of service provided by each Council.
1.1.3 - Support and implement programs that aim to reduce anti-social behaviour such as graffiti and littering.							
Lead: Community and Library Services Secondary: Compliance	Crime & Safety	Implement recommendations from Councils Crime Prevention Plan and Graffiti Management Strategy.	Recommendations adopted by Council are implemented.	●	On Track	The ongoing graffiti awareness campaign continues to assist business owners with strategies to remove graffiti from their premises.	

THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PERFORMANCE MEASURE)	TARGET	STATUS	COMMENT
1.2 - High quality activities, facilities and services							
1.2.1 - Engage the community in decision making processes about activities, facilities and services.							
	Lead: Community and Library Services	Community Development (Youth Services)	Co-ordinate and support Burwood Youth Advisory Group (BYAG) to plan and implement annual Youth Week.	Youth Week event delivered by BYAG annually.	○	On Track	Planning is well under way for Youth Week 2018. This year, Council will be running a series of events and activities including a Know Your Standards Pop Up Mocktail Bar Event aimed at educating young people on safe alcohol consumption as well as knowledge and awareness of the harms and risks associated with alcohol and the dangers of impaired driving. This will take place on 13 April 2018 at Burwood Park. Council will also be running an Engaging Adolescents Seminar in partnership with Prosper Australia. A full day workshop will take place on 14 April 2018 during Youth Week for approximately 80 parents and 30 young people. The key areas to be explored in each workshop will include building trust, fostering a safe environment, independence and maintaining open communication in a hyper-connected media-saturated world. Planning has also commenced to run First Aid Training for members of the Burwood Youth Advisory Group on 14 April 2018.
1.2.2 - Pursue partnerships and opportunities to access additional funding to maintain, upgrade and develop new recreational facilities and meeting places for the community.							
	Lead: Community and Library Services Secondary: Landscape & Urban Design	Grant Funding	Actively apply for grants to provide community and recreational facilities.	Number and value of grants approved.	●	On Track	Council has been successful in receiving funding of \$1,000,000 for the embellishment of Wangal Park. This funding has been initiated by the Federal Minister Mr Craig Laundy MP. The timeline for the construction of the various park facilities has been determined and construction works have been staged as applicable. Most of the Capital Works in Wangal Park have now been completed. Council was successful in receiving funding of \$1,300,000 for the upgrade of facilities in Blair Park to include new sports field flood lighting. The timeline for the construction of the various park upgrade facilities has been confirmed and construction works are being staged as applicable. The construction of sports field flood lighting, new play equipment, refurbishment of former workers' shed are now completed. The installation fencing, a new drinking fountain and a picnic shelter tree planting is also now completed. The works are under way at Wangal Park for the \$354,962.50 grant under the Metropolitan Greenspace Program. This work includes the design and construction of the shared pedestrian and bicycle path (now completed) and solar lights which are under design consideration at the moment. Council will apply for further grant funding for suitable projects as opportunities arise.
			Actively apply for grants to support and enhance delivery of Community development and community services programs.	Number and value of grants approved.	●	On Track	Councils Community Development Team was successful in obtaining a grant for \$50,000 from the Department of Social Services to develop the Stronger Minds, Stronger Youth mental health project.

THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PERFORMANCE MEASURE)	TARGET	STATUS	COMMENT
1.2.3 - Support existing sport and recreation groups to provide services and facilities.							
	Lead Customer Service & Records	Community Facilities	Offer community facilities.	Community facilities available for use.	●	On Track	Community facilities were available for use during the reporting period.
	Lead Parks		Offer parks for hire.	Parks available for hire.	●	On Track	Parks prepared for activities required/requested and park hire fees applied as per Councils adopted Fees and Charges for 2017-18. Wangal Park was hired out for a hire for the first time in March 2018 with positive feedback.
1.2.4 - Upgrade existing playground areas and park structures to cater for wider community and provide pet friendly facilities.							
	Lead Landscape & Urban Design	Playgrounds & Pet Friendly Parks	Investigate opportunities for further pet friendly areas as requested by the community	Incorporated into specific Plans of Management and Capital Works Program as necessary.	●	On Track	A tender for the design and construction of new play equipment in Henley Park and Russell Street Reserve has been finalised and a contractor has been commissioned. Construction was delayed due to delays of the delivery of the play equipment. Russell Street and The Portland Street playground in Henley Park are now completed. A landscape architectural firm has designed a new children's playground for Wangal Park. Successful contractor was commissioned and works are now completed and open to the public. At Blair Park the repair and upgrade to the workers shed has been completed, also new perimeter fencing has been extended to end of the playing field on the Blair Ave side and new 5m high fencing has been installed at either end of the soccer field. The supply and install the new sports field floodlighting is now completed. The supply and installation of new play equipment with rubber soft fall is nearing completion. Paths, a new drinking fountain and a picnic shelter have also been installed.
1.2.5 - Upgrade existing playground areas and park structures to cater for wider community							
	Lead Landscape & Urban Design Secondary/ Community Services	Park Equipment Upgrading	Ensure accurate assessment of park equipment and future requirements to provide a basis for capital works budget.	Replace play equipment according to Playground Replacement Schedule	●	On Track	A tender for the design and construction of new play equipment in Henley Park and Russell Street Reserve has been finalised and a contractor has been commissioned. Construction was delayed due to delays of the delivery of the play equipment. Russell Street and The Portland Street playground in Henley Park are now completed. A landscape architectural firm has designed a new children's playground for Wangal Park. Successful contractor was commissioned and works are now completed and open to the public. At Blair Park the repair and upgrade to the workers shed has been completed, also new perimeter fencing has been extended to end of the playing field on the Blair Ave side and new 5m high fencing has been installed at either end of the soccer field. The supply and install the new sports field floodlighting is now completed. The supply and installation of new play equipment with rubber soft fall is nearing completion. Paths, a new drinking fountain and a picnic shelter have also been installed.

THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PERFORMANCE MEASURE)	TARGET	STATUS	COMMENT
1.2.6 - Develop and encourage volunteer opportunities							
	Lead: Community and Library Services	Community Development (Volunteering)	Work with CHSP/CCSP and other agencies to support volunteering, including partnering with culturally specific organisations to increase the number of volunteers of CALD background.	Strategic partnerships established and CALD volunteer members increased.	●	On Track	During the quarter, Volunteer Network had 137 enquiries regarding volunteering, conducted 10 volunteer interviews and referred 136 volunteers to not for profit organisations in the Inner West Area Council received 75 enquiries regarding volunteering specifically in the Burwood LGA.
			Continue to provide a Volunteer Network Service for the CHSP/CCSP (Commonwealth Home Support Programme/Community Care Support Program) sector on behalf of the Ashfield, Burwood, Strathfield and Canada Bay LGAs.	Number of volunteers within the Burwood Local Government area increased annually.	●	On Track	During the quarter, Volunteer Network had 137 enquiries regarding volunteering, conducted 10 volunteer interviews and referred 136 volunteers to not for profit organisations in the Inner West Area Council received 75 enquiries regarding volunteering specifically in the Burwood LGA.
							Volunteer Network continues to promote volunteer opportunities through GoVolunteer and Volunteer Network websites and advertises volunteering through the local media.
1.2.7 - Develop appropriate and relevant training in order to build CHSP/CCSP (Commonwealth Home Support Programme/Community Care Support Program) capacity across the Inner West area.							
	Lead: Community and Library Services	Home and Community Care (HACC) Services	Work with CHSP/CCSP funded service providers across the Inner West area on training and development.	Training sessions and CHSP/CCSP forums conducted monthly.	●	On Track	The Sector Support Development Officer has been working on a number of ongoing projects, including facilitating access to My Age Care, facilitating three Community Care Forums in partnership with South West Sydney Sector Support Development Officer with 40 aged and disability providers in attendance, facilitating a Wellness Re-ablement and Restorative Approach workshop where 80 service providers attended. Also, in conjunction with other area Sector Support Officers a session on Department of Health Aged Care Diversity Framework was facilitated to introduce this new reform to the sector. Six other training sessions were facilitated across the region during the quarter.
1.2.8 - Facilitate access to Podiatry Services							
	Lead: Community and Library Services	Community Development (Podiatry Services)	Facilitate Podiatry client assessments and re-assessments and access to clinic services.	Increase number of Podiatry clients, as per funding requirements (1,150 clients).	●	On Track	The Inner West Home & Community Podiatry Service is currently at 90 percent capacity.
1.2.9 - Improve online access to services at Council's key facilities.							
	Lead: Information Technology	Information Systems	Provide free Wi-Fi internet facilities to the Public at Council's Library.	Wi-Fi connectivity within Library building available every day during opening hours.	●	On Track	Wi-Fi connectivity within the Library and Community Hub is available, as per service standard.
1.2.10 - Comply with NSW Health Regulations and Guidelines.							
	Lead: Enfield Aquatic Centre	Enfield Aquatic Centre	Maintain pool water quality.	Swimming Pool water tested every two hours during business hours, with levels kept within NSW Health Guidelines Standards.	●	On Track	Daily Water Tests completed as scheduled. Monthly independent testing conducted, results within normal range.

THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PERFORMANCE MEASURE)	TARGET	STATUS	COMMENT	
1.2.11 - Provide new learn-to-swim and lifesaving programs and encourage community participation.	Lead: Enfield Aquatic Centre	Enfield Aquatic Centre	Introduce a new Squad Swimming Program.	Increase participation in the Squad Swimming Program by 5% per year.	●	Watch	Squad Program attendance is by drop-in only. Attendance for Q3 17/18 was 499, down 9.2% (50 visits) from same Q3 16/17. Review of squad programs and bookings to be conducted.	
			Introduce new Life Saving initiatives aimed at teaching children basic lifesaving skills.	Increase participation in the Learn-to-Swim Program by 5% per year.	●	On Track	Q3 17/18 had 1503 students enrolled in 408 classes. This is a significant increase of 14% from Q3 16/17 (1318 students enrolled in 366 classes).	
	1.2.12 - Implement best practice customer service at Enfield Aquatic Centre.	Lead: Enfield Aquatic Centre	Enfield Aquatic Centre	Maintain standards of Customer Service	Conduct regular Customer Feedback Surveys across all services and products with an Annual Report submitted to Council's Executive	●	On Track	Customer Service points have been redesigned based on feedback to improve customer interactions and service levels.
	1.2.13 - Implement five hectares of new open space facilities in Wangal Park.	Lead: Landscape & Urban Design	Wangal Park - Implement Federal Government Grant	Picnic Shelters and Barbeque Areas	Works completed by October 2017	●	On Track	All five small picnic shelters were completed by the end of October 2017. The installation of the outdoor furniture and electric BBQ unit were completed for the Christmas Holidays. The large picnic shelter was completed in late November 2017.
				Basketball Half Court	Works completed by October 2017	●	On Track	The Half Basketball Court was completed and opened to the public in time for the October 2017 long weekend.
			Shared bicycle pedestrian paths with solar lighting	Works completed by November 2017	●	On Track	The shared bicycle path was completed in December 2016. The detailed design for the solar lights is currently in progress. Five Solar Lights have been installed to date.	
			Playground	Works completed by December 2017	●	On Track	Construction of the children's playground was completed in December in time for the Christmas New Year holidays.	
			Planting plan, implemented where possible	Works completed by December 2018	●	On Track	The Wangal Park planting plan is being progressively rolled out in conjunction with the completion of the various stages of the embellishment works. A number of mature trees were planted in November/December 2017.	
			Commission and construct a skate park facility.	Works completed by February 2018	●	On Track	The concrete slab for the skate park was completed in December 2017. The skate park equipment was ordered in late 2017 and has been installed during January 2018.	
1.3 - A well informed, supported and engaged community								
1.3.1 - Maintain up-to-date information on the community profile to support planning and program development								
	Lead: Community and Library Services	Community Development (Community Profile)	Review and update Community Profile for Burwood LGA in line with 2011 Census for use in support of planning and program development.	Community profile to be updated as new data becomes available.	●	On Track	Profile ID remains up to date with the current 2016 Census data. The data has been used in grant applications, including a successful application to the Department of Social Services, and is used to inform strategies and plans, including those to be developed over the coming financial year such as Council's	

THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PERFORMANCE MEASURE)	TARGET	STATUS	COMMENT
1.3.2 - Provide information to the community on Council's activities, facilities and services using communications that can be accessed by all people in the community.							
Lead Media, Communications & Events Secondary Information Technology	Council's Website	Ongoing maintenance of Council's Website	Improvement of accessibility and content functionality.	Provide translation of major sections of website and most important documents.	●	On Track	Council's Business Page on its website features a section in Chinese in order to provide information to the diverse business community. Council had 190 views on translation service pages this quarter, an increase of 7%.
			Improve interaction between Council and stakeholders through the web.	Increase number of customer visits through the web and report monthly to Executive Team and six monthly to the Community.	●	On Track	Council's website had 145,743 views during the quarter. Council's social media audience continues to grow with an increase across Facebook, Twitter, Instagram and LinkedIn this quarter. In particular, Council had a 100% response rate within two hours for all enquiries on Facebook. Council has also expanded its communication on YouTube publishing regular videos on events, projects and initiatives. Council has digitised its forms to make applications quicker and easier for residents and stakeholders. Forms on a range of Council's services including events, road safety, traffic and transport and Council meetings can now be accessed on Council's website with more forms to be digitised over the next quarter. The homepage has also been updated to improve accessibility and functionality with a new 'quick links' icon section making it easier for customers to find what they're after.
			Notify residents of important decisions via media, notice boards, newsletters and other communications tools.	As required.	●	On Track	This information is incorporated in a monthly report which is presented to the Executive Team and Councilors. Council disseminates news and information to residents through media releases, fortnightly Mayor Columns, mail outs and advertisements in local papers. Information is made available on Council's website and social media pages which are updated daily. In particular, Council used these methods of communication extensively to raise awareness on Council's Australia Day, Lunar New Year, Greek National Day, Easter in the Park and International Women's Day events.
							In addition, Council undertook an extensive community-wide consultation as part of its review of the Burwood2030 Community Strategic Plan. Feedback mechanisms included a 400 participant

THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PERFORMANCE MEASURE)	TARGET	STATUS	COMMENT
1.3.3 - Preserving Information.	Lead: Customer Service & Records	Records Maintenance	Identify records with historical significance and preserve hard copy records in accordance with legislative requirements.	As per Records Monitoring and Maintenance Program.	●	On Track	Council collection is currently being reviewed to prioritise preservation program.
	Lead: Community and Library Services Secondary: Media Communications & Events	Community Development (Library)	Distribute Library's services information via flyers, email database, website, local media notice boards.	Increase delivery of information about Library services	●	On Track	Burwood Library and Community Hub's services and programs are promoted through the library website. Promotional flyers are distributed within the Library and Community Hub and through relevant organisations, such as local primary schools and high schools. Library events are promoted through Burwood Scene, Inner West Courier and the library noticeboard. The library uses Twitter and Instagram to reach its diverse audiences. At the end of March 2018, the Library Service had 693 Twitter and 274 Instagram followers.
1.3.5 - Promote Library services to the community.	Lead: Community and Library Services Secondary: Media Communications & Events	Community Development (Library)	Undertake actions to increase membership of the Library.	Number of new members measured and reported every six months.	○	On Track	This activity is reported six monthly. Currently on track to meet next reporting quarter targets.
	1.3.6 - Provide a range of services for children and young people.	Lead: Community and Library Services	Community Development (Children and Families Services)	Provide direct services including Mobile Playvan for parents with children from 0-6 years, and youth services 12-24yrs in Council facilities.	Mobile Play-van runs twice per week during school terms and one youth developmental project to be delivered per annum.	●	On Track
			Customer satisfaction measured annually and evaluation reports prepared.	○	On Track	This activity has been completed for the current financial year. A high level of satisfaction with the service was reported. A new customer satisfaction survey will be rolled out in 2018/2019.	

THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PERFORMANCE MEASURE)	TARGET	STATUS	COMMENT
1.4 - A community that celebrates diversity							
1.4.1 - Celebrate the achievement of community leaders.							
	Lead: Media, Communications & Events Secondary: Community Services	Community Leadership Achievements	Acknowledge and celebrate achievements of community leaders/groups.	Number of nominations received for community leader awards.		On Track	The Local Citizen of the Year Awards was held at Council's Australia Day celebrations. Ms Joya Nicolas was awarded Young Citizen of the Year and Sportsperson of the Year. The Citizens of the Year were invited as guest speakers at Council's International Women's Day event. The awards were promoted in the Mayoral Column, by media release, on social media and on Council's website.
			Promote community and community leaders' achievements through media articles and Council's publications.	In conjunction with Council's initiatives and awards programs.		On Track	The Local Citizen of the Year Awards was held at Council's Australia Day celebrations. Ms Joya Nicolas was awarded Young Citizen of the Year and Sportsperson of the Year. The Citizens of the Year were invited as guest speakers at Council's International Women's Day event. The awards were promoted in the Mayoral Column, by media release, on social media and on Council's website.
1.4.2 - Improve access to information on government services.							
	Lead: Media, Communications & Events	Government Information Services	Inform stakeholders about key services provided by Council.	Keep frequently accessed document list on website up to date.		On Track	The Frequently Accessed Documents and Frequently Asked Questions page can be accessed from the quick links section on Council's homepage. The page includes information on the most common enquiries and provides a list in alphabetical order of the most popularly viewed and requested documents. This section is updated regularly to ensure content is up to date. The section of the website received 457 views, a 1.3% increase since last quarter.
	Lead: Community and Library Services	Community Development (Library)	Identify government information sources and provide access through library information systems and databases.	Computer terminals available for access.		On Track	The Library and Community Hub maintains 30 public access FOS and a Wi-Fi network providing access to the internet. In the third quarter of 2017/18 there were 7903 PC bookings resulting in 8141 hours of connection and 8330 devices were connected via 13417 Wi-Fi logins. The computers and Wi-Fi access provide customers access to Local, State and Federal Government information via the 'Research' link on the Library web page. Scanning services are also popular with customers. During the quarter 1897 customers scanned 4546 pages, with 295 pages printed via the mobile printing service.
1.4.3 - Develop strategic relationships with multicultural service providers.							
	Lead: Community and Library Services	Community Development (Multicultural Services)	Develop appropriate approaches to linking with the Multicultural Community	New relationships established with multicultural groups.		On Track	The Library Service continues to actively engage with the local multicultural communities, including well-attended workshops provided in Carnotyne and Mandarin focusing on health, early childhood development, and through the popular and well-attended English conversation groups.
			Engage with and develop relationships with multicultural service providers.	Increase the percentage of community cultural groups that participate and engage with the Library.		On Track	Residents from multicultural community groups in Burwood have been active participants in Library Services programmes, such as Burwood Babes, Pre-school Storytime, the School Holiday Programme,

THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PERFORMANCE MEASURE)	TARGET	STATUS	COMMENT
1.4.4 - Promote healthy and active living.	Lead: Community and Library Services	Events	Facilitate the delivery of programs that promote healthy lifestyle, community wellbeing and active ageing.	Deliver a minimum of one initiative per annum.	●	On Track	Community programmes were held in Council's Community Centres during the period January to March 2018, continuing to offer low-cost healthy ageing activities, including Zumba, line-dancing and a range of art and craft activities.
	Lead: Media, Communications & Events	Government Information Services	Invite and engage local artists, crafts groups, local schools' arts departments to join Council's events in the form of display or competitions.	Create a designated area for local artists and groups at Council's civic events.	●	On Track	Local artists, schools and community groups are invited to participate in the majority of events held by Council, as either performers, volunteers and/or ambassadors. In particular, one of the winners from the Burwood Art Prize 2017 was invited to create an artwork as part of International Women's Day 2018.
1.4.5 - Promote usage of Library by multicultural groups and residents.	Lead: Community and Library Services	Community Development (Multicultural Services)	Provide book collection items to reflect the needs and interests of the multicultural community.	Increase number of foreign languages publications in accordance with Census data and community needs.	●	On Track	A total of 344 items in Korean, Hindi and Chinese were added to the library collection during this quarter. These included books, magazines, DVDs and CDs for both adults and children. As at 31 March, a total of 932 LOTE (Languages other than English) items had been acquired. This represents 15% of the total acquisitions for the year.
	Lead: Community and Library Services	Community Development (People with a Disability)	Develop a communications strategy in relation to the Disability Action Plan (DAP).	Information sessions held in relation to implementation of the Disability Inclusion Action Plan, including for Council staff who work with people with disabilities.	●	On Track	An information session on disability issues was held with seniors from a Chinese background that live in the Burwood LGA. The talk used an interpreter and focused on the National Disability Insurance Scheme and its impact on people with a disability and their families. The issue of disability inclusion was canvassed, as reflected in Council's Disability Inclusion Action Plan (DAP).
1.4.7 - Improve communications between Council and the community by implementing a range of communication tools including face to face, web based, social media channels and alternative formats to communicate with people with a disability.	Lead: Media, Communications & Events	Communications & Events	Improve accessibility of Council's website.	List of Council services published on Council's Website with text size options available and improve "readability" of documents for visually impaired users.	●	On Track	Council's mobile website provides a simplified interface for visually impaired users. Over 44% of Council's overall website traffic comes from smart phones or tablet devices. Council's website features an identifiable link on each page to increase text size. The website is also available in "Text Version" to provide improved readability, with a simplified view for visually impaired users.
	Lead: Media, Communications & Events	Media	Provide information to the public through publications such as Mayoral columns, Burwood Update resident's newsletter and other publications.	Mayoral column published in the local newspapers a minimum of once a month.	●	On Track	The Mayoral Column appears fortnightly in local publications (Inner West Courier) and includes the following information: <ul style="list-style-type: none"> Mayor's Message Latest news and information on events and initiatives Development Applications received and approved by Council Times and dates of upcoming Council Meetings
1.4.8 - Continue the publication of Council news in local media including local newspapers.							

THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PERFORMANCE MEASURE)	TARGET	STATUS	COMMENT
1.4.9 - Promote volunteering opportunities.	Lead: Community and Library Services	Community Development (Volunteering)	Produce timely and appropriate Media Releases	Burwood Update Residents Newsletter produced quarterly	●	On Track	<ul style="list-style-type: none"> Contact information Council's values Link to social media pages <p>A special 'Burwood2030' Update was distributed to 16,000 residents across the Burwood LGA to encourage participation in Council's review of its Community Strategic Plan.</p> <p>The Burwood Update Summer Edition will be distributed to 16,000 households and businesses across the LGA in the next quarter, in line with the seasonal schedule. The Update included the latest news and information on Council's services and initiative. The Update will also make available online.</p> <p>The Burwood Update is made available electronically on Council's website and promoted on social media.</p>
			Initiate volunteering programs that embrace mentoring and skills development.	Within one day	●	On Track	Media releases are produced and distributed to media outlets within one day. An initial response to all media enquiries is made within the first two hours.
			Advertise volunteering opportunities on multimedia formats.	The number of enquiries, interviews and recruitments increases annually	●	On Track	The Volunteer Network continued to advertise volunteering opportunities across a diverse range of media including the GoVolunteer and Volunteer Network websites. As a result, Volunteer Network had 137 enquiries regarding volunteering, conducted 10 volunteer interviews and referred 136 volunteers to non for profit organisations in the Inner West Area.
			Initiate volunteering programs that embrace mentoring and skills development.	The number of enquiries, interviews and recruitments increases annually	●	On Track	Volunteer Network offered training to volunteers and organisations within the Inner West. Volunteer Network assisted volunteers within Burwood Council to engage in projects that gave them the experience and knowledge to further develop their skills. <p>During the quarter, Volunteer Network had 137 enquiries regarding volunteering, conducted 10 volunteer interviews and referred 136 volunteers to not for profit organisations in the Inner West Area.</p>
1.5 - A sense of community pride							
1.5.1 - Preserve Burwood's diverse heritage and provide more information on the history of the area.							
Lead: Strategic Planning	Heritage	Heritage	Provide comment/input on heritage-related Development Applications (DAs)	100% of DA referrals responded to within fifteen working days.	●	On Track	A total of 24 heritage referrals for the period, 17 referrals responded to in 10 days and 19 in 15 days, and 5 were over.
			Provide information on heritage of the Burwood area on Council's website and in Council's publications.	80% responded to within ten working days.	●	On Track	The heritage information on Council's website is current and is updated when needs arise.
1.5.2 - Provide leadership on community values.							
Lead: Media, Communications & Events	Promotion of Values	Incorporate Council's Values in advertising material, publications and signage.	Council's Values included in Council's fortnightly Mayoral Column, quarterly newsletter, Burwood Update, Website and on selected advertisements.	●	On Track	Council's community values: Governance, Service, Sustainability and Respect feature on fortnightly Mayoral Column publications and in other forms of advertising and correspondence wherever possible.	

THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PERFORMANCE MEASURE)	TARGET	STATUS	COMMENT
<p>1.5.3 - Identify ways to promote heritage and encourage the preservation of Burwood's historic buildings.</p>							
	Lead: Media, Communications & Events Secondary: Strategic Planning	Heritage	Promotion through Heritage Week.	Participation in Heritage Week	<input type="radio"/>	On Track	<p>Council will be participating in Heritage Festival through the following initiatives:</p> <ul style="list-style-type: none"> - Council will be partnering with the Burwood & District Historical Society to deliver a Historical Walk at Woodstock and the surrounding area on Saturday, 21 April. - An author talk by renowned author Gabrielle Koyac will be held at the Library & Community Hub on Saturday, 5 May to celebrate the Heritage Festival theme 'My culture, my story'. <p>These events have been promoted through several channels including the quarterly Community Program Calendar and on social media.</p>
<p>1.5.4 - Develop campaigns designed to facilitate community and neighbour interaction.</p>							
	Lead: Community and Library Services Secondary: Media, Communications & Events	Events	Deliver Neighbourhood Week initiative.	One activity held per year.	<input checked="" type="radio"/>	On Track	<p>The Neighbour Day activity planned for March 2018 could not proceed. Council staff are currently reviewing options with a view to delivering an alternative Neighbour Day activity by the end of June 2018.</p>
<p>1.5.5 - Promote interaction between different groups in the community.</p>							
	Lead: Media, Communications & Events Secondary: Community Services	Events	Engage different cultural groups in civic events and commemorative services.	Promotional material sent to community groups in the lead up to each major Council event and commemorative service	<input checked="" type="radio"/>	On Track	<p>In the lead up to all civic events local residents and businesses in the Burwood LGA are sent promotional material in the form of letters or flyers. Digitally, events are also heavily promoted on the Council website and via all Burwood Council social media channels, including Facebook, Twitter and Instagram. The website is also updated with images upon the completion of each respective event. Print media coverage is included for all events as well, including media releases being sent to local newspapers and mentions in the Mayoral Column which also appears in local newspapers.</p> <p>There were no Commemorative Services held during the third quarter from January to March. Planning is under way for two commemorative services which will be held in the next quarter, including the Burwood Anzac Commemorative March and Dawn Service event to be held on Anzac Day and the National Servicemen's Commemorative Service to be held on Sunday, 3 June 2018.</p>
<p>1.6 - Improved interactions between young and older people</p>							
<p>1.6.1 - Establish regular interaction between young people and councillors e.g. Annual Youth Council, Youth advisory groups.</p>							
	Lead: Community and Library Services	Events	Promote awareness of Australian history through delivery of commemorative services such as Anzac Day Service, National Servicemen Service and Sandakan Remembrance Service.	Increase in attendance.	<input type="radio"/>	On Track	<p>Following the closure of the Burwood PCYC, Council staff have worked closely with the Glebe, Leichhardt PCYC to coordinate a new Burwood Youth Outreach Program. The program includes free soccer, personal training and boxing sessions for young people in the local area. The program launched on Wednesday 7</p>
			Facilitate informal discussions between youth and Council.	Conduct one event per year for young people.	<input checked="" type="radio"/>	On Track	

THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PERFORMANCE MEASURE)	TARGET	STATUS	COMMENT
1.6.2 - Provide access to online information services.	Lead: Media, Communications & Events	Online Services	Improve accessibility of Council's website.	Run a quarterly information session on Council's website at Seniors' Computer Club		On Track	This quarter's session at the Seniors' Community Club has been arranged following the recommencement of classes in 2018.
1.6.3 - Provide opportunities that facilitate interaction between young and older people.	Lead: Community and Library Services	Events	Investigate opportunities for activities that support intergenerational engagement.	One intergenerational activity delivered per year.		On Track	International Women's Day was held in March 2018 and showcased women who have been successful in various professional fields. Younger and older women came together to celebrate this day. As part of Council's annual Seniors Week celebrations, students from Southern Cross Technical College have been planning for a High Tea event for local seniors, with the event scheduled to take place in April 2018.
2 - Leadership through Innovation							
2.1 - Community confidence in Council's decision making							
2.1.1 - Report decisions back to the community through open forums.							
	Lead: Executive Team	Executive Functions	Conduct workshops, special meetings and/or forums on major initiatives.	Conduct a minimum of four workshops, special meetings and/or forums per annum.		On Track	Council conducted two community focus groups as part of its review of the Burwood2030 Community Strategic Plan (CSP). Both focus groups were conducted on Tuesday, 27 February 2018 with a total of 24 participants. Participants were recruited from an earlier phone survey conducted by an independent research company in December 2017 as part of the CSP review. Two Council Meetings were held during the quarter, including an open forum session: <ul style="list-style-type: none"> 8 February 2018 27 March 2018
2.1.2 - Develop performance measures and provide status updates to the community on key Council projects and plans.							
	Lead: Executive Team Secondary: Executive Manager	Executive Functions	Council's commitments and responsibilities under the Delivery Program, Operational Plan, Budget are met and relevant Acts are complied with.	Progress report on Delivery Program and Operational Plan presented to the Council and Community on a quarterly basis.		On Track	Regular quarterly reports are presented to Council and the community on the progress of Delivery Program 2013-17 and Operational Plan 2017-18, including the current document reporting on the period 1 January - 31 March 2018.
		Statutory Reporting	Annual Report is completed in accordance with the requirements of the Local Government Act.	Lodged by 30 November each year.		On Track	The Annual Report for 2016/17 was adopted by Council at the October 2017 meeting and referred to the Office of Local Government. It was also sent to the State Library for their records.
			Operational Plan is completed in accordance with the requirements of the Local Government Act and placed on Public Exhibition for a period of 28 days prior to formal endorsement.	Adopted by 30 June each year.		On Track	The Operational Plan for 2017-18 was adopted by Council at its 27 June 2017 meeting and is currently being implemented.

THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PERFORMANCE MEASURE)	TARGET	STATUS	COMMENT
2.1.3 - Audit and evaluate projects and plans when they fail to meet stated performance measures.							
	Lead: Executive Team	Executive Functions	Develop a work program covering the Burwood2030 Community Strategic Plan	Preparing timetables for the delivery of the work program with exception reporting for the Executive		On Track	In accordance with the Integrated Planning and Reporting framework, the delivery of the goals identified by the community in the Burwood2030 Community Strategic Plan is achieved through Council's four year Delivery Program and the annual Operational Plan. The Delivery Program lists the actions identified as necessary to achieve the community's priorities. The Operational Plan details Council's budget and identifies specific initiatives that are able to be funded each year, including a list of major capital works and their respective values.
2.1.4 - Provide community education on Council policies and regulations.							
	Lead: Governance	Community Education	All Council approved Policies are published on Council's website	Published within two weeks of approval		On Track	The following documents were published on Council's website: <ul style="list-style-type: none"> Investment Policy Open Forum Policy Code of Meeting Practice
			Ensure that Agendas and Minutes from Council and Building and Development Committee Meetings are published on Council's website	Published three days prior to each Meeting		On Track	All Council/Committee Meeting Agendas and Minutes have been published on Council's website for the quarter.
2.1.5 - Hold Council Meetings.							
	Lead: Governance	Council Meetings	Ensure Council Meetings are held in accordance with the requirements of the Local Government Act 1993.	Schedule 10 Council Meetings per year		On Track	During the quarter Council Meetings held were on 6 February 2018 and 27 March 2018
2.1.6 - Develop appropriate programs and services to improve communications between different cultural groups and between cultural groups and the Council.							
	Lead: Media, Communications & Events	Communication with Cultural Groups	Engage cultural groups in Council's civic events	Cultural groups included in performance program at each Council event		On Track	Local cultural groups are invited to participate in Council events, where deemed appropriate and within the constraints of the events theme
	Lead: Community and Library Services		Design library programs to bring together community cultural groups and improve communication between those groups and Council.	Minimum 300 activities conducted per year.		On Track	Accordingly, as part of the Australia Day Citizenship celebrations, a local Aboriginal group performed a traditional smoking ceremony to welcome new citizens as they arrived. For the Lunar New Year event, a partnership was formed between Burwood Council and local organisation, Australian Chinese Cultural & Commerce Association. The event featured an entertainment program which included Chinese song and dance performance groups, Greek National Day celebrations included Greek songs and poetry performed by local Greek Language School, St Nectarios, and dance performances by Nassebian Dancers. Easter in the Park featured performances from local school and church groups.
			Design library programs to bring together community cultural groups and improve communication between those groups and Council.	Minimum 300 activities conducted per year.		On Track	The Library Service's regular programmes continue to prove popular with the local community. Over 1,800 people have attended activities such as Preschool Story Time, Burwood Babies, Wrap With Love and the English Conversation Groups. Local seniors have also been participating in the popular Tech Savvy Seniors focused on Facebook, banking and cyber security.
						On Track	During the quarter, Burwood Library Services, in partnership with Council's Community Services team and Prosper (Project Australia), piloted an exciting new programme concentrating on early literacy and the importance of play for child development. This

THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PERFORMANCE MEASURE)	TARGET	STATUS	COMMENT
<p>2.1.7 - Hold regular open forums for face to face discussions between Council and the Community.</p> <p>Lead: Governance Secondary: Governance</p> <p>Open Forums</p> <p>Conduct Open Forum at Council Meetings.</p> <p>An Open Forum is scheduled for each Council Meeting.</p> <p>On Track</p> <p>Open Forum is conducted at each Council Meeting.</p>							
<p>2.1.8 - Provide language aide services and translate key documents into main community languages.</p> <p>Lead: Media, Communications & Events Secondary: Customer Service & Records</p> <p>Translations</p> <p>Promote Council's language aide service, and reminders included in all Council publications and the available interpreter service.</p> <p>Visible signage at key Council venues and reminders included in all Council publications in different languages.</p> <p>On Track</p> <p>Council uses various large screen displays at Railway Square on Burwood Road, Council Chambers and the Library and Community Hub to provide information and promote initiatives in a simple and visual format. Signage promoting Council's language aid services is on display at Council's Customer Services and Library and Community Hub. In addition, contact details for Council's interpreter service feature in all Council publications including advertisements, residential newsletters and signage. This information is also available in all outgoing mail and newsletters in the following languages: Arabic, Chinese, Croatian, Greek, Italian, Korean, Spanish, Russian and Tamil.</p>							
<p>2.1.9 - Maintain the currency, legislative compliance and clarity of Council's Policy Manual.</p> <p>Lead: Governance</p> <p>Policies, Procedures, Corporate Practices and Plans</p> <p>Maintain Council's Policy/Procedures/ Corporate Practices/Plans of Management Register.</p> <p>Review Policies/Procedures/Corporate Practices/Plans</p> <p>Register updated and reviewed in part at a minimum of three Policy, Corporate Practices and Procedures Panel meetings</p> <p>Conduct six Policy, Corporate Practices and Procedures Panel meetings per year.</p> <p>On Track</p> <p>The Policy Register is maintained after each Panel Meeting.</p> <p>On Track</p> <p>The following Panel Meetings were conducted in the quarter:</p> <ul style="list-style-type: none"> 1 February 2018 1 March 2018 							
<p>2.1.10 - Comply with Local Government reforms promoted by the NSW State Government.</p> <p>Lead: Governance</p> <p>Policies, Procedures, Corporate Practices and Plans</p> <p>Implement the recommendations from The Local Government Independent Review Panel Report.</p> <p>Implement the recommendations from The Local Government Act Review.</p> <p>As required subject to release of reports and guidelines by the NSW State Government.</p> <p>On Track</p> <p>All reports and guidelines released within the Corporate Governance area have been implemented.</p>							
<p>2.1.11 - Implement best practice governance strategies.</p> <p>Lead: Executive Team</p> <p>Legislative Requirements</p> <p>Ensure that new Division of Local Government Guidelines Practices Notices and Model Codes are complied with</p> <p>Processes and procedures implemented to comply with new Division of Local Government Guidelines Practice Notices and Model Codes.</p> <p>On Track</p> <p>Council continues to be briefed on updates of legislation and circulars from the Office of Local Government.</p>							

THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PERFORMANCE MEASURE)	TARGET	STATUS	COMMENT
2.1.12 - Maintain an effective, open complaint handling processes.							
	Lead: Executive Manager Secondary: Customer Service & Records	Complaint Handling	Ensure methodology to lodge a complaint is simple and clearly advertised to the public.	Complaint and feedback lodging system advertised on Council's website and at Customer Service counter.	●	On Track	All complaints received by Council and actions taken in relation to the complaints are recorded on Council's database system (TRIM) and allocated a log number to track progress of each matter. Details are brought to the attention of the Executive Team. Matters that require escalation to the Internal Ombudsman are brought to his attention under the Complaints Management Policy, and any improvements in the handling of complaints are addressed accordingly, including the management of unreasonable complainant conduct. All complainants are advised, following any frontline complaint handling action or management review, that they have the services of the Internal Ombudsman at their disposal if they believe that the actions of Council or Council officers has been applied unfairly, discriminatorily or partially.
			Investigate complaints made	Complaints are investigated in accordance with Council's Policy/Procedure/Guidelines.	●	On Track	All complaints received by Council are treated in accordance with Council's Complaints Handling Policy. Complaints are entered into Council's corporate database to allow for reporting and trend analysis. Should complaints require escalation, they are referred to the Internal Ombudsman and for his assessment, and any subsequent investigation in accordance with the Internal Ombudsman Policy.
			Produce a report of all complaints received under the Complaints Management Policy to the Executive Team.	On a monthly basis.	●	On Track	A monthly report on complaints received is presented to the Executive Team by Customer Services. An assessment is undertaken and if necessary the Executive Team has the option to recommend steps to improve processes and reduce further complaints. The review of the complaint and any further steps to improve customer relations is undertaken to ensure consistency with the policy. There were 22 complaints received through the Customer Request Management system and 13 written complaints through the Electronic Document Management System.
			Maintain register of all complaints received and action taken.	In accordance with Council's Complaints Handling Policy.	●	On Track	All complaints received by Council and actions taken in relation to the complaints are recorded on Council's database system (TRIM) and allocated a log number to track progress of each matter. In accordance with Council's Complaints Management Policy, complaints are actions accordingly and will either be referred or escalated to the Internal Ombudsman if required.
							Data on Code of Conduct complaints and Public Interest Disclosures is regularly reported to Council, the Public and external agencies (NSW Ombudsman and Office of Local Government) through annual reports and other frameworks.

THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PERFORMANCE MEASURE)	TARGET	STATUS	COMMENT
2.1.13 - Monitor and manage personal and private information.							
	Lead: Governance	Privacy & Personal Information and Government Information Public Access (GIPA)	Comply with statutory requirements under the Privacy & Personal Information Act and the Government Information Public Access (GIPA) Act.	Applications are responded to within the statutory time frame	●	On Track	All applications have been responded to within the statutory time frame.
2.1.14 - Undertake records management in accordance with State Records Act legislative requirements.							
	Lead: Customer Service & Records	Records Maintenance	Create, scan and process new Development Applications for submission to Council's Building and Development Section for assessment.	Within one day	●	On Track	During the quarter 33 Development Applications, 46 Complying Development Applications and four Pre Development Applications were submitted to Building Development. Five applications were delivered outside the Service Standard.
			Provide required supporting documents in relation to Government Information Public Access (GIPA) Act applications to Council's Governance Section.	Provide Council's Governance Section with relevant files within three days	●	On Track	Supporting documents and files related to Government Information Public Access (GIPA) Act applications were provided to Governance in accordance with the service standard.
			Retention and disposal of records	Annually	●	On Track	Records has closed, sentenced and appraised folders for disposal in accordance with the General Retention and Disposal Authority Local Government Records.
			Scan, process and distribute incoming daily mail	Within one day	●	On Track	Daily mail processed, scanned, registered and distributed
2.1.15 - Provide an efficient Electronic Document Management System.							
	Lead: Customer Service & Records	Records Maintenance	Increase user uptake of Electronic Document Management System.	Monthly training and reporting.	●	On Track	TRIM (Council's Electronic Document Management System) training has been provided to new and existing staff.
2.1.16 - Undertake efficient and transparent procurement and purchasing.							
	Lead: Governance	Procurement and Purchasing	To coordinate Council's Tender Process in accordance with: <ul style="list-style-type: none"> - Local Government Regulation 2005 - Local Government Act 1993 - Tendering Guidelines for NSW Local Government 2009 - Burwood Council Tendering Procedure 	Number of Tenders successfully delivered	●	On Track	During the March 2018 quarter there were no tenders approved by Council. However, through SSRQC and Local Government Procurement, Council was notified of the following approved tenders and panels from which Council can procure goods and services: <ul style="list-style-type: none"> LGP <ul style="list-style-type: none"> Playgrounds, Open Spaces, Modular Structures, Exterior Lighting, Recreational and Associated Infrastructure (LGP308-3) Bulk Fuel, Fuel Card Services and Oils, Lubricants and Vehicle Care Products (NPN 1.17) SSRQC <ul style="list-style-type: none"> Copy Paper
2.1.17 - Provide education to Councillors on changes to legislation.							
	Lead: Governance	Councillors' Training	Conduct training sessions.	Implement a Procurement Strategy and update Procurement Policy as required.	●	On Track	In accordance with Council's Corporate Review Practice, the Procurement Strategy and Purchasing and Contract Management Corporate Practice are current.
			Ensure effective and efficient purchasing and procurement of goods and services across Council.	Provide the necessary education resources and tools to Councillors and hold workshops within three months of major changes to legislation.	●	On Track	The following sessions were conducted in February and March 2018: <ol style="list-style-type: none"> 1. Code of Conduct refresher, Conflicts of Interest and Public Interest Disclosures 2. Code of Meeting Practice and Political Donations 3. Councillors' Expenses and Facilities 4. Related Party Disclosures

THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PERFORMANCE MEASURE)	TARGET	STATUS	COMMENT
2.2 - Strong partnerships to benefit the community							
2.2.1 - Improve dialogue with neighbouring councils to share resources and assets to improve provision of services.							
	Lead: Executive Team	Resource Sharing	Participation in the Southern Sydney Regional Organisation of Councils (SSROC)	Active participation in relevant SSROC activities		On Track	<p>Council management participates in the following SSROC working groups:</p> <ul style="list-style-type: none"> • The General manager at the delegates meeting in conjunction with the elected Councillors • General Managers Meeting which meets each month • Community, Recreation and Culture Network • Environmental Managers' Group • Waste Management Group • Human Resources Managers' Group • Public Works Management Group • Records Management Group • Regulatory Work Group • Supply Management Group • Shared Services Senior Managers' Group • Library Management Group
2.2.2 - Monitor State and Federal government policies that have the potential to impact Burwood Council.							
	Lead: Executive Team	Policies, Procedures, Corporate Practices and Plans	Prepare updates and regularly brief the Council on changes in relevant State and Federal policies.	Inform the Council as new relevant policies are circulated		On Track	<p>All circulars and new policies/guidelines are made available for Councillors through a dedicated online portal.</p>
2.3 - Responsible employer of choice							
2.3.1 - Attract, engage, develop and retain the best and most highly skilled staff to strengthen workforce capability.							
	Lead: Organisational Development Secondary: Governance	Staff Relations	Ensure that management induces staff appropriately.	Conduct four induction programs per calendar year.		On Track	<p>All new employees to Council; permanent, temporary, contract, agency, volunteer and casual are provided with comprehensive information on their commencement regarding their employment conditions and Council policies, Procedures and Corporate practices.</p> <p>In addition, Managers are required to meet individually with all their new employees to discuss the specific requirements and expectations of the role.</p> <p>Council also uses an online business training system whereby new employees are required to successfully complete online training modules relative to their employment at Council.</p> <p>The Organisation Development Coordinator prepares a tailored individual induction kit for each new employee and provides a personal one-on-one induction on the morning of their commencement.</p> <p>Work is currently underway to revise and update the in-house group induction programme to ensure it meets with best practice standards and is tailored to cover the various legislative requirements and workplace conditions that apply to employment at Burwood Council.</p>

THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PERFORMANCE MEASURE)	TARGET	STATUS	COMMENT
			<p>Manage the employment relationship between Council, staff, employee associations and key stakeholders.</p> <p>Provide learning and development opportunities to equip staff to undertake their roles effectively.</p>	<p>Maintain ongoing and professional relationships with all employee associations and key stakeholders through regular meetings.</p> <p>Develop and implement an annual Organisational Development Learning and Development Plan.</p>	●	On Track	<p>Council maintains strong professional working relationships with all employee associations and industry stakeholders.</p> <p>During this quarter the Consultative Committee met on 2 occasions, dealing with the issues of CAP Performance Reviews, Review of Committee Constitution, draft Drug and Alcohol Corporate Practice and Community Strategic Plan Focus Groups.</p> <p>Council's Vision includes the commitment to the growth of knowledge and this is supported in the ongoing development and training opportunities provided to all staff.</p> <p>During this quarter a variety of internal and external training was provided to staff in areas such as: Local Government Procurement, Emotional Intelligence, Pathways to Active and Healthy Communities, Elder Abuse, Traffic Control, Aged Care, Micro-focus functionality, Standardised Assessment Training and Positioning the Organisation for the New Environment.</p> <p>Additionally there was attendance at Conferences such as: - Revitalisation of Town Centres Transforming Public Sector Customer Service and the Assailic User Conference.</p> <p>Staff undertaking Tertiary qualifications are also supported by way of reimbursement in line with policy for the successful completion of studies relative to their job responsibilities, these currently include an Undergraduate Certificate in Local Government, Cert IV in Business Administration, Diploma of Building Surveying, Cert IV in Community Services Work, Graduating Certificate in Local Government Leadership, Master's Degree in Local Government and Company Directorship.</p> <p>The Organisation Development Learning & Development Plan continues to be revised in line with the needs and requirements of staff to ensure learning and skill development opportunities are resulting in the skill sets required to strengthen our workforce capability.</p>
			<p>Manage payroll process.</p>	<p>Delivery of pays on a fortnightly basis.</p>	●	On Track	<p>Payment of wages and salaries completed on fortnightly basis.</p> <p>CAP Performance Review adjustments were completed during this quarter.</p> <p>All leave recorded accurately on TechOne system.</p> <p>Payment of wages and salaries completed on fortnightly basis.</p> <p>CAP Performance Review adjustments were completed during this quarter.</p> <p>All leave recorded accurately on TechOne system.</p>
<p>2.3.2 - Implement best practice Human Resource policies and strategies.</p>							
	<p>Lead Organisational Development</p>	<p>Policies, Procedures, Corporate Practices and Plans</p>	<p>Implement, educate and communicate to staff and stakeholders on policy, procedure, entitlements and workplace change</p>	<p>Coordinate the implementation of the Human Resources Strategy and Workforce Plan and the development of associated policies, guidelines and corporate practices.</p>	●	On Track	<p>Council's 2015-2019 Workforce Management Plan continues to be reviewed in this quarter as a result of the non-annualisation of Council and the development of a new Community Strategic Plan with commenced this quarter.</p>
				<p>Consolidate and implement strategies for:</p> <ul style="list-style-type: none"> - Succession Planning - Employee Reward and Recognition - Performance Management System 	●	On Track	<p>During this quarter the review of the Workforce Management Plan and Succession Plan continued in this quarter and will be informed by the results of the Community Strategic Plan consultations that</p>

THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PERFORMANCE MEASURE)	TARGET	STATUS	COMMENT
2.3.3 - Provide a safe work environment.							
Lead Organisational Development	Risk Management	Manage Council's insurance portfolio including public liability, motor vehicle accidents and property claims	Review insurance portfolios annually in consultation with Council's brokers for commercial, market and service delivery improvement.	Review and implement Work, Health and Safety policies, procedures and forms, every two years.	●	On Track	The insurance portfolio is managed in consultation with the CwvRisk Mutual, brokers' and insurer's advice and is reviewed on annually basis. CwvRisk Mutual Insurance Portfolio was reviewed from June till October 2017. The pool's brokers Willis Towers Watson have undertaken a review of the local and international market to ensure that members of CwvRisk Mutual obtain the best possible cover and premiums. Throughout this quarter the Executive Manager Organisation Development provides fortnightly updates to the Executive Committee on any major risk management or significant insurance matter.
			Report to the Executive Team on Council's claims and key aspects of risk management issues and strategies on a quarterly basis.	Risk Management Committee to meet at least six times each year.	●	On Track	The Executive are provided with comprehensive yearly Risk & Insurance Report from the Risk Management Coordinator at the end of the financial year. The Executive Manager, Organisation Development and Risk Management Coordinator provide monthly updates to the Risk Management Committee & Fleet Management Committee on any major risk management or significant insurance matter or any vehicle accidents/incidents.
			Conduct and report annually on risk management self-audit and prepare action plan.	On Track	○	On Track	In this Quarter the Risk Management Action plan for 2018 was approved by the Risk Management Committee. As approved by the Risk and Fleet Management Committee, in this quarter, JAG/CGU finalised an initial Risk Survey with relevant Council staff in relation to the Fleet Enterprise Risk Management Review project and submitted a final Report to the Committee where Council scored 4 out of 5 star rating.
			Develop, promote and implement strategic risk management.	On Track	●	On Track	For this current reporting quarter the Committee has met on two occasions addressing the following issues and topics: review of the Terms of References for the Committee, review of claims of interest, finalisation & discussion of JAG/CGU Report on Motor Vehicle Enterprise Management and commencement of Business Continuity Plans for the Library, Pool and Depot.
Work, Health and Safety			Develop, implement and review Council's Work, Health and Safety system, policy, procedures and guidelines, to comply with relevant legislation.		●	On Track	During this quarter the Drug and Alcohol in the Workplace Corporate Practice has been finalised and will be submitted to the General Manager for adoption and implementation in the next quarter. The Return To Work Guidelines & Procedure Corporate Practice is being reviewed to incorporate a revised Injury Management Program to comply with the following pieces of legislation: Workers Compensation Act 1987 Workplace Injury Management and Workers Compensation Act 1998 Workers Compensation Regulation 2017 (2016)

THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PERFORMANCE MEASURE)	TARGET	STATUS	COMMENT
			Effective management of Workers Compensation administration, Return-to-Work (RTW) programs and health and wellbeing initiatives.	Process workers compensation claims with insurer within prescribed timeframes including case management and monitoring of Return-to-Work (RTW) programs.	●	On Track	All Accidents, Incidents and Near Misses are reported to the Work Health and Safety Coordinator and recorded for reporting purposes with actions that need to be implemented to eliminate the risk of another injury occurring. Number of incidents (including near misses) for the second quarter were: 1 - Lost Time 1 - Medical Treatment 2 - Near Misses 9 - Notifications All workers compensation claims continue to be effectively managed to ensure a timely return to work of the injured employees. All claims for workers compensation were processed and reported to Council's insurer StateCover within the prescribed statutory time frame. Council's Work Health and Safety Co-ordinator is responsible for ensuring that all Return to Work Programs (RTWP) with the injured worker, medical professional and supervisor are monitored and reviewed to ensure suitable duties are provided to the injured worker with a return to pre-injury duties in a safe and timely manner. During this quarter there was 1 Lost time injuries claim.
			Coordinate health, safety and wellbeing initiatives including Work, Health and Safety training, Health Fair, Safety Week and vaccinations programs.	Coordinate health, safety and wellbeing initiatives including Work, Health and Safety training, Health Fair, Safety Week and vaccinations programs.	●	On Track	WHS Coordinator attended the Metro Group Meeting with StateCover in February 2018 Claims Review Meeting with StateCover held in March 2018 All Council Vehicle First Aid Kits were restocked during March 2018 Walkie Talkie has been purchased for the Garbage Crew to allow for communication between the Driver and Runner for safety purposes. 2 Wall mounted Alcohol Breath testers were purchased and installed in the Chambers and the Depot. 2 hand held Alcohol Testers purchased for use at the Library and Enfield Aquatic Centre. In March 2018 Reasonable Suspicion online training for people affected by alcohol has been sent out to Managers and Team Leaders. Staff have been asked to participate in a survey for Fitness Passport which provides organisations and their employees families access to over a thousand gyms, pools and health facilities across Australia for a moderate weekly fee. The following health and well-being issues were published in the weekly staff newsletter (The FUSE)

THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PERFORMANCE MEASURE)	TARGET	STATUS	COMMENT
2.4 - Ensure Burwood Council is financially sustainable							
2.4.1 - Maintain an Investment Strategy and Policy:							
Lead: Finance	Policies, Procedures, Corporate Practices and Plans	Financial Services	Prepare and submit monthly investment report.	Report on Investments to Council for each month 100% compliant.	●	On Track	In accordance with legislative requirements, Investment Reports were tabled at each Council meeting held during the quarter.
			Investment Portfolio Management	Investment rate of return of 0.15 basis point or greater above the RBA rate.	●	On Track	Council invests surplus funds with various financial institutions during the year. These invested funds have been receiving at least 0.15 basis points above the RBA official rate. Council ensures that funds are invested in secured instruments.
			Quarterly budget reviews completed and reported to Council in accordance with Local Government Regulations.	Quarterly budget review statements completed and presented to Council for September, December and March of each year.	●	On Track	The December 2017 Budget Review was undertaken in January 2018 and submitted to the March 2018 Council meeting, in accordance with the Office of Local Government's Quarterly Budget Reporting Guidelines. The March 2018 review will be undertaken during April 2018.
			Audited annual financial reports lodged with DLG in accordance with Local Act 1983 (amended).	Annual financial reports to be lodged with DLG by November each year.	○	On Track	Annual Financial Statements for the year ended 30 June 2017 were completed by 31 August 2017 and externally audited during September 2017.
Lead: Assets, Property & Building Services Secondary: Finance	Property Portfolio	Investment Portfolio Management	Review financial aspects of the Delivery Program.	Undertake review of financial aspects of the Delivery Program, which will form basis for rolling forecasts under Best Practice principles.	●	On Track	The financial aspects of the Delivery Plan are monitored on a monthly basis via input from Council's Executive Committee.
			Address any management items identified as part of the external audit in a timely manner including consideration of cost benefit analysis on control process.	Appropriate strategies are implemented.	●	On Track	During the third quarter, Council's Auditors performed a half yearly interim audit on Council's Finances for the period 1 July 2017 to 31 December 2017. Council is waiting the Auditors interim findings and will respond accordingly.
			Participate in the investigation of opportunities to expand revenue from commercial operations, property portfolio and other income-generating assets.	Increase revenue through the maximisation of Council's property investments.	●	On Track	All properties are leased and achieving market rent revenue.
2.4.2 - Investigate opportunities to expand revenue from commercial operations, property portfolio and other income generating assets.							

THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PERFORMANCE MEASURE)	TARGET	STATUS	COMMENT
2.5 - Efficient, effective, customer focused services							
2.5.1 - Monitor and review Council's customer service performance against other Councils.							
	Lead: Customer Service & Records	Customer Service Improvement	Participate in an external benchmarking program.	Program conducted annually and completed by December.		On Track	Benchmarking survey has been completed.
2.5.2 - Provide 'One Stop Shop' Customer Service.							
	Lead: Customer Service & Records	Customer Service Improvement	Answer Council's incoming telephone calls in line with Customer Service standards.	80% of external telephone calls answered in less in forty seconds.		On Track	Of the 8875 calls received during the quarter 78.72% were answered in less than 40 seconds.
			Enter Customer Request into CRM System and forward to appropriate team for action.	100% daily		On Track	Of the 3,154 Customer Requests received, 100% were entered into the system on the same day.
			Produce Section 149 Zoning Certificates and refer to Council's Building and Development Section for issuing.	Non-urgent requests within three days. Urgent requests within one day.		On Track	During the quarter 98% of the 233 non-urgent and urgent Section 149 certificates received and generated for Building and Development were provided within three days and one day respectively.
			Receipt and lodge Residential and 2P Prime Parking Permit applications in Council's records systems.	Within one day.		On Track	During the quarter 458 Residential Parking Permits and 112 Prime Parking Permits were processed and issued on the same day.
			Attend to Customers arriving at Council in line with Customer Service Standards.	80% within five minutes of arrival.		On Track	A total of 2,297 customers were served at the counter and 86% were served within five minutes.
3 - A Sustainable Natural Environment							
3.1 - Maintain and enhance open green spaces and streetscapes							
3.1.1 - Implement strong planning controls to protect open green space.							
	Lead: Landscape & Urban Design Secondary: Strategic Planning	Planning Instruments	Review planning provisions and/or development controls in accordance with Council resolutions, in relation to open space provision.	Planning Policies enhance and protect open and green space where appropriate.		On Track	Banwood Development Control Plan set out controls for providing open and green space on sites, podiums and rooftops of developments. Council's public benefit policy provides for developers to pay a monetary contribution to Council in exchange for additional development. Such contribution is used by Council towards the provision and/or improvement of open space and other local infrastructure.
3.1.2 - Provide adequate funding to maintain open space areas.							
	Lead: Strategic Planning Secondary: Strategic Planning	Section 94 Contribution Plans	Renew Contributors Plans Works Schedule to be in line with Council's Capital Works Program.	Contribution Plan provides for open space capital works.		On Track	Contributions collected from the Section 94A Contributions Plans are used to fund open space capital works.
	Lead: Landscape & Urban Design Secondary: Strategic Planning	Grant Funding	Apply for Grant funding for open space.	Number and value of grant received.		On Track	Council has been successful in receiving funding of \$1,000,000 for the embellishment of Wangal Park. This funding has been initiated by the Federal Minister Mr. Craig Laundy MP. The timeline for the construction of the various park facilities has been determined and construction works will be staged as applicable. The construction of the hall basketball court, installation of the five BBQ picnic shelters, construction of the new playground, skate park and exercise equipment have been completed. Council has been successful in receiving funding of \$1,300,000 for the upgrade of facilities in Blair Park to

THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PERFORMANCE MEASURE)	TARGET	STATUS	COMMENT
3.1.3 - Pursue partnerships and opportunities to create new open spaces.	Lead: Building & Development Secondary: Strategic Planning	Open Space	Negotiate with developers upon redevelopment of sites for additional open space.	Number of planning agreements and/or conditions of consent that provide additional public open space.	●	On Track	There were no planning agreements and/or conditions of consent that provided additional public open space last quarter
	Lead: Parks Secondary: Parks	Park Maintenance	Maintenance of parks, including litter collection, cleaning of paths, toilets maintenance, BBQ plates cleaning, tables & benches. Maintenance of flower bed displays in Burwood Park.	Parks cleaned weekly. Annual flower beds will have three to four displays per year that coincide with Council Events.	●	On Track	Parks and reserves serviced daily or weekly depending on location and usage. Works carried out include toilet, BBQ's, picnic area facilities cleaning and servicing. Rubbish/litter removal, emptying of bins including dog litter bins. Playground inspections and repairs. Moving and garden bed maintenance. Annual display beds prepared and planted to provide colour that coincides with the timing of events that are held in Burwood Park. This quarter Australia Day was the main event.
3.1.4 - Ensure all public parks and open spaces are accessible, maintained and well managed to meet the current and future recreation needs of the community.			Turfing Maintenance including sprinkler system.	Comprehensive inspections completed one month prior to relevant sporting seasons commencement.	○	On Track	To ensure fields will be fit for the forthcoming winter activities following the nearing end to the summer season activities such as cricket and touch football, an inspection of the playing fields was carried out before the end of the summer sporting activities and a maintenance program developed and scheduled accordingly to ensure fields are prepared for the winter season activities. Soil samples are taken from each field for analysis and the results from these tests determined the amendments and fertilisers applied to each field to provide grass recovery.
				Line marking of sporting fields maintained at minimum of 4 weeks cycles.	●	On Track	Line marking of playing fields is generally on a two week cycle. However as the season progresses and the grass fields wear, this often becomes necessary to do on a weekly basis. Some fields such as Henley park are heavily uses seven days a week and obviously require additional line marking than other areas. Fields such as Henley Park are at capacity and show a lot of wear and tear by seasons end

THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PERFORMANCE MEASURE)	TARGET	STATUS	COMMENT
			Pruning of park trees and Phoenix palms.	Phoenix Palms are pruned once per year and then as programmed. Park trees are pruned as required.	●	On Track	Routine Parks tree maintenance including pruning was completed as scheduled. Palm pruning carried out in Burwood Park especially on main oval surrounds. A few palms required removal due to dying from the incurable disease called Fusarium.
			Herbicide/Insecticide spraying.	Major parks (Henley, Wangal, Blair, Burwood, Woodstock, Flockhart) sprayed during the August to September period and for broad leaf and bind weeds. Additional spraying undertaken as and when required.	●	On Track	Broad leaf weed spraying and fungal spraying which includes Bindii was carried out at Burwood, Wangal, Flockhart, Grant and Blair Parks.
				Fields set up for soccer season and during March-April period.	●	On Track	Soccer post will be reinstated and linemarking completed in Early March 2018 following the summer season sports.
				Fields mown on a 1-4 weeks cycle subject to season and sporting activities.	●	On Track	Sporting fields generally mown on 1-2 week cycles depending on grass growth and type of sporting activities.
				Sporting fields oversowed for high traffic areas where required during March-April period.	●	On Track	Oversowing is scheduled for the cooler months of the year being April \May.
				Cricket pitches line marked on regular basis.	●	On Track	Cricket pitch on field 1 at Henley Park was replaced for the beginning of the season.
				Cricket pitches are line marked as required for both winter and summer competitions.	●	On Track	Notification as per Council's Pesticide Notification Plan was carried out prior to the spraying.
				Fields are sprayed for broad leaf weeds during August-October period and as required for crowfoot infestations.	○	On Track	Cricket pitches are line marked as required for both winter and summer competitions. Also unleashed dog areas at Grant Park were sprayed.
				Warn down turfied areas re-turfied where required during the September-December period.	○	On Track	Notification as per Council's Pesticide Notification Plan was carried out prior to the spraying.
				Fields aerated and fertilised where required annually in September-October.	○	On Track	Cricket pitch on field 1 at Henley Park was replaced for the beginning of the season.
				Soil analysis test for turf nutrient requirements undertaken annually in July and August.	○	On Track	Re-turfing of worn areas at Henley Park required the laying of nearly 4000m ² of turf at Henley Park and 2000m ² at Blair Park.
				Soil tests carried out in August and an amendment and fertilising program was developed for the sporting fields based on the results of the testing. Additional weed spraying was carried out on sections of Henley Park in March.	○	On Track	All areas of Henley, Blair, Burwood Park and a large area of Flockhart Park were sprayed for broad leaf weeds this quarter which includes bindii.
				Prior to the fertilising and amendment applications the fields were heavily aerated with a machine called an Agrivator that alleviates the compaction on the fields from the seasons wear.	○	On Track	Also unleashed dog areas at Grant Park were sprayed.
				This machine leaves the surface a little rougher in the short term but provides better results in the long term.	○	On Track	Notification as per Council's Pesticide Notification Plan was carried out prior to the spraying.
				Comprehensive amendment and fertilising program carried out at Henley, Blair and Flockhart Park in September and a follow up completed in January 2018 at Blair, Burwood and Henley as they are used extensively.	○	On Track	Cricket pitches are line marked as required for both winter and summer competitions.

THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PERFORMANCE MEASURE)	TARGET	STATUS	COMMENT
	Lead: Landscape & Urban Design Secondary: Parks	Open Space	Identify actions from Disability Discrimination Action Plan that are relevant to open spaces.	Capital Works Plan to consider the actions of the Plan.	●	On Track	The scheduled replacement of play equipment in Henley Park and Russell Street Reserve and Blair Park has been designed to include some equal access play equipment. Access to the play equipment will be via the path network in the parks which are graded for equal access.
				Equipment maintained in accordance with relevant standards and carry out minimum weekly inspections and repairs as required and comprehensive inspection carried out quarterly.	●	On Track	Playground routine visual inspections are carried out by park staff on a daily or weekly basis depending on playground location and usage. A playground consultant contractor carries out a more comprehensive inspection on a quarterly basis. Replacement playgrounds installations are underway for Henley and Blair Park and the playground at Russell Street Reserve was completed.
				Passive areas mown on a 2-4 week cycle depending on season.	●	On Track	Passive areas of parks and reserves are mown on a 2-4 week cycle dependent on the time of the year and grass growth.
				Mowing of parks and playing fields.	●	On Track	Playground routine visual inspections are carried out by park staff on a daily or weekly basis depending on playground location and usage. A playground consultant contractor carries out a more comprehensive inspection on a quarterly basis. Replacement playgrounds installations are underway for Henley and Blair Park and the playground at Russell Street Reserve was completed.
	Lead: Parks Secondary: Parks	Park Maintenance	Maintain methane system to EPA Standard in Wangal Park Maintain leachate system to Sydney Water Standard in Wangal Park	As required. As required.	● ●	On Track On Track	The Gas Lateral Migration Abatement System is operating as designed. Routine testing results indicate the system is operating successfully. The Leachate System is operating as designed. Routine testing results indicate the system is operating successfully. A New Tradewaste Agreement was signed with Sydney Water and routine testing as stipulated in the agreement have shown compliance with acceptable standard levels.
3.2 - Improve waste management							
3.2.1 - Better promote existing recycling services.							
	Lead: Environment & Health Secondary: Media, Communications & Events	Education	Provide education and information about Council's recycling services.	Produce website updates, media releases and multi-lingual pamphlets to targeted problem multi-unit dwellings.	●	On Track	Council currently has recently completed two projects to tackle recycling contamination in multi-unit developments. The results show improved engagement and provisions of suitable signs are effective in reducing contamination rates. New stickers and bin bay signs have been produced for residential and commercial customers.
				Offer free environmental workshops for schools on waste and sustainability.	●	On Track	School education program has been recommenced in 2018. Workshops and tutorials are being offered to schools and preschools and have been accepted.

THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PERFORMANCE MEASURE)	TARGET	STATUS	COMMENT
3.2.2 - Encourage a reduction in waste generation through community education.	Lead: Environment & Health Secondary: Media, Communications & Events	Education	Promote waste reduction through programs such as home composting and worm farming	Media release produced twice per year and advertisement flyer available at Customer Service and distributed at Council's initiatives and events	●	On Track	Council continued the compost revolution program during the reporting quarter. Formal EPA funding for program ceased in December 2017 however additional funding has been secured to continue the program until June 2018.
			Conduct bin audit every two years in accordance with Department of Environment Protection Authority (EPA) approved methodology	Conduct bin audit every two years	●	On Track	Audit for 2018 currently being planned through SSROC.
			Give awards to most improved recyclers for each bin audit program.	Award presentation organised twice per year	○	Not Due	Program currently deferred
			Undertake bin contamination audits for recycling.	Conducted twice per year	○	On Track	Bin audit has been undertaken as part of contamination reduction project.
			Provide report from each audit as to trend in levels of contamination found.	Provide report from each audit as to trend in levels of contamination found.	○	On Track	Results have been received and are currently being analysed
3.2.3 - Implement strategies to increase recycling and reduce waste to landfill.	Lead: Environment & Health Waste	Waste	Conduct free workshops for residents on composting and organic gardening.	Conduct two workshops per year for residents as requested	○	On Track	The workshops are delivered through Treading lightly program and will be continued through year. There were 2 workshops were held in reporting quarter. <ul style="list-style-type: none"> 17 February 'balcony gardens' and 10 March 'Sustainable cooking'
			Develop a Strategic Waste Action Plan to achieve 70% diversion of waste from landfill to reprocessing facilities by 2021 as required by the Waste Avoidance and Resource Recovery Act.	Achieve 70% diversion rate by 30 June 2021. Subject to the provision of reprocessing facilities.	●	On Track	Council has entered into a contract with Veolia Environmental Services (VES) for the treatment of household waste through a Mechanical Biological Treatment Plant (MBT). The Contract commenced on 1 July 2017 and guarantees a diversion of 53% from Council's residual waste stream, which when added to other recycling services will achieve the 70% diversion rate. This is to be confirmed when tonnages for the 2017/2018 Year are reconciled.

THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PERFORMANCE MEASURE)	TARGET	STATUS	COMMENT
3.3 - Educate the community on sustainable practices							
3.3.1 - Hold a program of workshops to encourage more sustainable practices around the home and provide these in different languages, as required.							
	Lead: Environment & Health Secondary: Media, Communications & Events	Workshops	Conduct eco living workshops to promote sustainable practices.	Conduct a minimum of four workshops per year in Chinese & English	●	On Track	Council has partnered with Southern Sydney Region of Councils to conduct a number of workshops in Chinese in the 2018 Calendar Year. Planning and scheduling of workshops currently under way with further details to be announced.
3.3.2 - Promote public transport and more active forms of transport such as cycling and walking.							
	Lead: Traffic & Transport Secondary: Environment & Health	Cycleways	Ensure new developments provide bicycle facilities in line with Council's Development Control Plan (DCP).	New major development within the Burwood Town Centre will be required to have bicycle facilities.	●	On Track	During this Quarter, 17 referrals for major developments within the Burwood Local Government Area were received and assessed by the Traffic and Transport Team with bicycle parking facilities required as a condition of consent.
3.3.3 - Encourage residents to reduce the amount of hard surfaces at their properties (e.g. Concrete yards).							
	Lead: Building & Development Secondary: Strategic Planning	Planning Instruments	Provide information to residents on the impact of impervious surfaces on the Environment	Relevant information provided in Council's Development Application Starter Kits.	●	On Track	This information has been included in a fact sheet for Residential Development on Council's web site
3.3.4 - Focus planning on environmentally sustainable development to reduce impacts on the environment.							
	Lead: Building & Development Secondary: Strategic Planning	Planning Instruments	Encourage four to five star building designs.	Number of four to five star building designs received for major developments.	●	On Track	Council received 3 major development application last quarter for a building design with a 4 to 5 star rating.
3.4 - Leadership in environmental sustainability							
3.4.1 - Provide regular street sweeping to keep rubbish from entering stormwater drainage system.							
	Lead: Works, Operation & Parks	Clean Drainage Network	Stencil labelling of all Council's drainage pits.	Major drainage pits completed by December 2017.	●	On Track	Council is routinely updating and reviewing our network data to determine the exact locations of critical pits.
3.4.2 - Develop programs that encourage the community to take pride in the cleanliness and maintenance of the Local Government Area.							
	Lead: Environment & Health Secondary: Media, Communications & Events	Environmental education	Encourage Community ownership of our Council.	Participate in annual 'Clean up Australia Day'.	●	On Track	Clean up Australia day was held on 4 March. There were three registered sites in the Burwood LGA.
			Implement Council's Litter and Illegal Dumping Strategy.	Run regular campaigns to raise awareness and promote DoB in a Dumpster phone number.	●	On Track	Council has received funding for a full time illegal Dumping Officer position to tackle the incidents of illegal dumping in the Burwood Council area. Along with increased patrols and investigation a number of signs will be installed in key locations across the city.
				Use CCTV cameras as a deterrent for illegal dumping.	●	On Track	The use of CCTV cameras as a deterrent for illegal dumping continues to be utilised across the Burwood Council area.
				Report quarterly on levels on illegal dumping, including tonnage and number of incidents.	●	On Track	Cameras are moved around to "hot spot" locations as considered necessary. There were 165 incidents of illegal dumping reported in this period.

THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PERFORMANCE MEASURE)	TARGET	STATUS	COMMENT
3.4.3 - Promote greater use of more efficient green technologies and alternative energy sources.							
	Lead: Environment & Health Secondary: Assets, Property & Building Services	Green technologies & Alternative Energy Sources	Support and promote Federal and State Government initiatives in the rollout of green technology grants and rebate schemes	Report take up of rebates by the community and recorded participation in schemes available through Government information services	●	On Track	There are no rebate schemes currently being offered by either the Federal or State Governments via Councils.
			Promote to the community and participate in the annual Earth Hour event.	Participate in Earth Hour.	●	On Track	Earth hour was held on 24 March - Council participated with a lights out on the night.
3.4.4 - Develop management plans that improve the performance of Council operations to address global warming.							
	Lead: Environment & Health	Develop Management Plans	Monitor actions from: - Green Action Plan - Sustainability Action Plan - Water Savings Action Plan - Cities for Climate Protection program - Local Action Plan - Strategic Waste Action Plan - Litter and Illegal Dumping Plan	Annual report to Council.	●	On Track	Annual report was submitted and noted at February Council Meeting and was adopted by Council.
4 - Accessible Services and Facilities							
4.1 - Effective traffic management and adequate parking provision							
4.1.1 - Investigate an increase in bus priority lanes along local roads.							
	Lead: Traffic & Transport	Bus Priority Lanes	Investigate opportunities for bus priority lanes to improve public transport efficiency.	Work with RMS and Transport NSW to identify location for improved bus access.	●	On Track	During this quarter a review of Bus Stops in Queen Street commenced to determine if redesigning multiple stops adjacent to Blair Park is possible.
4.1.2 - Investigate options for effective traffic management and increased public parking.							
	Lead: Building & Development Secondary: Traffic & Transport	Additional parking and traffic management	Encourage opportunities for additional traffic measurement measures and provision of public parking within developments.	Number of developments where traffic management measures and additional parking are provided.	●	On Track	There were 41 referrals made to Council's Traffic & Transport section for comment during this quarter with 1 application also being referred to RMS for comment.
4.1.3 - Develop a whole of LGA parking strategy.							
	Lead: Traffic & Transport Secondary: Compliance	Parking Strategy	Undertake review of Burwood Public Parking Strategy.	Undertake a review every 18-24 months to identify areas requiring improvement.	●	On Track	A review of the Burwood Public Parking Strategy is currently under way, with consultation having been undertaken with residents of Murray Street regarding on-street parking. Streets on the periphery of the Parking Strategy have all had parking occupancy audits undertaken to identify additional streets for possible inclusion into the Parking Strategy.
		Assessment of New Developments	Ensure new developments provide sufficient off-street parking in line with Councils DCPs	Traffic, transport and parking comments provided within 14 days.	●	On Track	During this Quarter, a total of 38 Development Applications were assessed by the Traffic and Transport Team in accordance with Council's DCP.
4.1.4 - Consult pedestrians as key stakeholders in traffic management planning.							
	Lead: Traffic & Transport	Traffic Management Planning	Design of traffic facilities such as pedestrian refuges, roundabouts, cycle ways to be produced on time.	Investigate all requests for traffic facilities and design them in accordance with Australian Standards and RMS Guidelines	●	On Track	Designs have commenced for the following projects: <ul style="list-style-type: none"> Aprian Way pedestrian refuge island Railway Crescent traffic island Young Street pedestrian refuge island All of Council's traffic facilities are designed to relevant Australian Standards and the Roads and Maritime Services (RMS) Guidelines and Technical Directions.

THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PERFORMANCE MEASURE)	TARGET	STATUS	COMMENT
4.1.5 - Work with RMS and Transport NSW in the development of integrated transport plans.							
	Lead: Traffic & Transport Secondary: Strategic Planning	Integrated Transport Plans	Work with RMS, STA, NSW Police, Local State Member, Chambers of Commerce and major stakeholders, as part of the Local Traffic Committee to develop and review new traffic and parking initiatives.	Local Traffic Committee to meet monthly.		On Track	There were no Local Traffic Committee meetings held in this quarter due to a lack of items for consideration.
4.1.6 - Expand the Burwood bike plan.							
	Lead: Traffic & Transport	Cycleways	Apply for grant funding for cycling facilities from external sources	Number and value of grants received.		On Track	Council was successful in obtaining grant funding as part of the state governments Parramatta Road Urban Amenities Improvement Project for additional cycleways to growth areas along the Parramatta Road Corridor.
4.2 - Accessible services and facilities that are well utilised							
4.2.1 - Explore options for funding new spaces and upgrading old facilities.							
	Lead: Assets, Property & Building Services	Grant Funding	Identify appropriate spaces for expansion to include leisure activities.	Submit grant applications.		On Track	Council will apply for grant funding when it becomes available.
		Accessible Infrastructure and Services	Design and construct a community facility in Burwood Park as part of the Stage 2 Burwood Park Pavilion project	Works to be completed by 28 February 2018		On Track	The construction of the proposed new community facility in Burwood Park is anticipated to commence by April 2018.
4.2.2 - Install ramps and lifts to improve accessibility of the town centre for seniors, people with a disability and parents with prams.							
	Lead: Assets, Landscape Architecture, Urban Design & Contracts Secondary: Community Services	Accessible Infrastructure and Services	Identify appropriate location and build access ramps for prams and wheelchairs.	Capital Works Plan to consider the actions of the Plan.		On Track	During this quarter Council has upgraded nineteen (19) new pram ramps across the LGA. It should be noted that pram ramps are constructed/upgraded in conjunction with capital and maintenance works projects.
4.2.3 - Support the development of increased safe cycleways and collaborate with adjacent councils to improve connections throughout the Inner West.							
	Lead: Traffic & Transport Secondary: Community Services	Cycleways	Improve access and connections between recreational facilities, open space, and linkages to neighbouring Councils' cycleways.	Regularly meet with local bicycle groups and neighbouring Councils to identify opportunities for new cycleway linkages.		On Track	Council was successful in obtaining grant funding as part of the state governments Parramatta Road Urban Amenities Improvement Project for additional cycleways to growth areas along the Parramatta Road corridor. Part of this will include links across Parramatta Road into Canada Bay Council.
4.2.4 - Develop and implement road safety programs to achieve Council's road safety objectives.							
	Lead: Traffic & Transport	Road safety	Apply for funding and run targeted programs such as Kiss and Ride area, safety around schools, cyclists safety, child restraints, senior citizens safety, pedestrians safety, speeding, learners drivers.	Run a minimum of three programs per year, subject to funding.		On Track	Council has successfully obtained grant funding for "Watch Out Cars About", "Slow Down", and "Buckle Up Bubs and Kids" programs from the Roads and Maritime Services (RMS). These programs were run throughout the 2016/17 financial year. Additional "look out before you step out" pedestrian safety stencils were rolled out along the Burwood Rd Shopping Centre during this quarter.
4.2.5 - Deliver programs targeted to families and children aged 0-12 years.							
	Lead: Community and Library Services	Community Development (Children and Families Services)	Facilitate and deliver inter-agency network meetings for providers of services to Families and Children	Six inter-agency network meetings held per annum.		On Track	The Child and Families Interagency Network meetings were delivered during the quarter by the Families NSW Coordinator with the assistance of the Children, Families and Cultural Development Officer.

THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PERFORMANCE MEASURE)	TARGET	STATUS	COMMENT
			<p>Deliver Families and Children events.</p>	<p>One event held per annum.</p>	<p>●</p>	<p>On Track</p>	<p>Planning with community organisations continues to deliver child and parenting programs for school terms 3 and 4 in 2018.</p> <p>The International Women's Day (IWD) "Press for Progress" Morning Tea event was held on Friday 16 March, 10am -12pm at Woodstock Community Centre Park. Leading women in industries such as journalism, sports, politics and the arts facilitated group discussions around gender equality and bridging the gap. The event's MC was SBS World News Presenter Janice Petersen. The event included an IWD artwork in which attendees wrote a Pledge of support, school performance, community information stalls, hand massages and a belly dance workshop.</p> <p>The event proved highly successful with around 120 women attending from various industries, community workers, teachers and students from local high schools and the general public.</p> <p>The new Community Soccer Development Program commenced in February in partnership with the International Soccer Academy and there has been consistent attendance of over 20 children every week. Two parent and children programs have also run alongside community soccer in term 1, this included a police safety talk and a session on inclusion activities.</p> <p>The Children's Directory continues to be updated and can be downloaded from Burwood Council's website.</p>
			<p>Provide information, training and resources targeted to Families and Children.</p>	<p>Children's directory kept up to date.</p>	<p>●</p>	<p>On Track</p>	
			<p>Implement actions from Disability Inclusion Action Plan including actions that are relevant to community facilities.</p>	<p>Annual progress report presented to Council by 30 June each year.</p>	<p>○</p>	<p>On Track</p>	<p>Activities under the Disability Inclusion Action Plan are under way and being monitored. Outcomes will be included in an annual report to Council.</p>
<p>4.3 - Safe facilities and services</p>							
			<p>To delineate between pedestrian only and shared footpaths.</p>	<p>Clearly identify shared paths.</p>	<p>●</p>	<p>On Track</p>	<p>Construction of any future shared paths will be designed in accordance with all relevant guidelines & standards such as RMS, Austroads and Council.</p>
			<p>Review Council's Street Lighting Program with a view to balancing safety, environmental and sustainability aspects.</p>	<p>Undertake regular night audits.</p>	<p>●</p>	<p>On Track</p>	<p>Following several successful public lighting trials of new LED technology, Ausgrid has now included a number of LED lights in their default list of approved lanterns for pedestrian (P) category lighting. This LED lighting has been found to improve reliability, increase energy efficiency and reduce overall costs for Council. As of 31 March 2018, 311 LED lights have been installed within the Burwood LGA. Ausgrid is now in the process of developing LED lighting for vehicle (V) category lighting and an accelerated replacement program which will further assist in reducing costs for Council but more importantly will create lighting consistency and contribute in decreasing greenhouse gas emissions.</p>

THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PERFORMANCE MEASURE)	TARGET	STATUS	COMMENT
4.4 - Encourage active and healthy lives							
4.4.1 - Support and implement programs for seniors, people with disabilities and their carers.							
	Lead: Community and Library Services	Community Development (Ageing)	Provide a range of activities to support health and wellbeing for seniors, people with disabilities and their carers, as per Council's Ageing Strategy.	Agreed number of programs and activities delivered.	●	On Track	Council facilities including Woodstock Community Centre, Fitzroy Hall and Burwood Park Community Centre, continued to host the "Have A Go" community programmes during the quarter. Activities included exercises suited to older people and which are open to people with a disability. During this quarter a bus trip for seniors to Kama was organised in February with over 40 seniors attending. There were also two information sessions held for seniors from a Chinese background where an interpreter was provided. The first topic was on the National Disability Insurance Scheme, followed in February with an information session about the major changes in Aged Care. Both topics attracted over 40 participants.
4.5 - Vibrant and clean streetscape							
4.5.1 - Undertake programs that aim to reduce graffiti and littering in local neighbourhoods and the town centre.							
	Lead: Compliance Secondary, Media, Communications & Events	Education	Promote Council's "Dob in a Dumper" program targeting littering in the LGA.	Leaflets to be distributed on known offending streets highlighting littering trend increases.	●	On Track	Council takes a proactive stance against unlawful dumping of rubbish with programs such as Council's "Dob in a Dumper" Program being developed to target the people causing the issue. The program encourages residents to report unlawful rubbish dumping offenders to Council for prosecution.
	Lead: Community and Library Services Secondary, Media, Communications & Events		Promote information and phone numbers for the Graffiti Line.	Two articles per year to be posted in local media papers educating the community of the program.	●	On Track	Council take a proactive stance against unlawful rubbish dumping with the development of a "Dob in a Dumper" program. The program is endorsed by Council's Compliance team with any person identified dumping unlawfully being prosecuted. Articles are also developed to provide communication of the program.
4.5.2 - Activate streetscapes through local events.							
	Lead: Media, Communications & Events	Events	Produce and promote an annual program of civic events.	Number of events delivered and increase in attendance.	●	On Track	Council continued to promote information on how to deal with graffiti, including the Graffiti Line number. During the third quarter, Burwood Council delivered four events: <ul style="list-style-type: none"> Australia Day 2018 - Celebrations were held on 26 January 2018 in Burwood Park with a range of entertainment, activities, rides and food stalls. Lunar New Year 2018 - Thousands attended Lunar New Year celebrations in Burwood Park on Saturday, 3 March. Greek National Day 2018 - Greek Independence Day was celebrated at the Library & Community Hub on Thursday 22 March. Easter in the Park 2018 - Council partnered with Burwood Park Outreach to deliver Easter in the Park on Saturday 24 March. The event commenced with a parade down Burwood Road followed by series of entertainment, food and activities in Burwood Park.

THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PERFORMANCE MEASURE)	TARGET	STATUS	COMMENT
4.5.3 - Encourage architectural integrity and aesthetically appealing buildings.							
	Lead: Strategic Planning Secondary: Strategic Planning	Planning Instruments	Review planning provisions and/or development controls, including Parramatta Road Urban Transformation Strategy, in accordance with Council resolutions, in relation to architectural integrity and aesthetically appealing buildings.	Planning Policies to enhance and promote architectural integrity and aesthetically appealing buildings.	●	On Track	Amendment No. 12 to Burwood Local Environmental Plan (LEP) 2012 came into force on 17 November 2017. The LEP now contains Clause 6.5 Design Excellence in Zones B2 and B4. The Burwood Development Control Plan contains more detailed provisions to promote architectural integrity and aesthetically appealing buildings. This Development Control Plan is being amended further to incorporate more provisions on building articulation and materials. During this quarter Council applied residential design quality planning controls to the assessment & determination of 1 major development, referred a further 3 major development applications and 2 Pre DAs to urban design architects for specialist advice to assist in providing high quality urban design outcomes.
	Lead: Building & Development Secondary: Strategic Planning	Development Assessment	Assessment of Development Applications to ensure substantial compliance with State Environmental Planning Policy (SEPP) 65 & NSW Residential Flat Design Code (RFDC).	Number of Development Applications assessments.	●	On Track	
4.5.4 - Provide Development Application assessment as per Environment and Planning Assessment Act.							
	Lead: Building & Development	Development Assessment	Assess development applications in a timely and professional manner.	Development applications assessment time not to exceed the median and mean assessment time for NSW Department of Local Government Group 2 Councils.	●	On Track	The mean & median figures for the last quarter were 98 and 78 days respectively compared to the Group 2 performance monitoring figures of 66 & 51 days. This included the assessment and determination of a major development within that time. Council has also engaged additional resources to assist with the assessment of development applications. There were no requests for a review of a development application pursuant to S82A of the Act during this quarter.
4.6 - Minimise risk and ensure continuity of critical business functions							
4.6.1 - Implement best practice records and risk management strategies.							
	Lead: Customer Service & Records Secondary: Information Technology	Management of Council's records systems in accordance with the State Records Act	Monitor Records Management Plan.	Required records are available.	●	On Track	Required records were available within service level time frames.
	Lead: Information Technology Secondary: Information Technology	Policies, Procedures, Corporate Practices and Plans	Manage an Information Business Continuity & Disaster Recovery Plan in relation to Information Communication Technology (ICT).	Test ICT Business Continuity & Disaster Recovery Procedures annually.	○	On Track	Business Continuity and Disaster Recovery Procedures are under review. Testing is planned for Q4.
4.6.2 - Facilitate training and education awareness programs regarding risk management.							
	Lead: Organisational Development	Risk Management	Develop training and education program in strategic risk management.	All staff are informed and understand risk as it relates to their position and responsibilities.	●	On Track	Each year Council's insurer, CwrRisk Mutual provides members with a range of training and information sessions dealing with different topics within the Enterprise Risk Management Sphere so that Council staff from various departments can attend and acquire/expand their knowledge, raise awareness on their roles, obligations and responsibility in relation to Enterprise Risk Management. In March 2018 relevant Council's staff attended training

THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PERFORMANCE MEASURE)	TARGET	STATUS	COMMENT
4.6.3 - Maintain an appropriate insurance program.							
	Lead: Organisational Development	Insurance	Manage Council's insurance portfolio.	Review insurance portfolios annually in consultation with Council's brokers for commercial, market and service delivery improvements.		On Track	The insurance portfolio is managed in consultation with the CivicRisk Mutual, brokers' and insurer's advice and is reviewed on annually basis. CivicRisk Mutual Insurance Portfolio was reviewed from June till October 2017. The pool's brokers Willis Towers Watson have undertaken a review of the local and international market to ensure that members of CivicRisk Mutual obtain the best possible cover and premiums.
4.6.4 - Provide suitable reliable information technology hardware and software across the organisation.							
	Lead: Information Technology	Hardware Infrastructure	Develop, implement, manage and support Council's Information Technology Hardware.	Provide management and support to Council's desktops, laptops, servers and network infrastructure to agreed service level.		On Track	Service has been provided to standard
		Information Systems	Develop, implement, manage and support Council's Information Communications Technology (ICT) Information Systems.	Provide management and support to Council's Information systems and Software Applications to agreed service levels.		On Track	Service has been provided to standard
5 - A Vibrant Economic Community							
6.1 - Support and manage Burwood's major centre status							
6.1.1 - Implement economic development strategies.							
	Lead: Media Communications & Events	Economic Development	Cooperate and identify partnership opportunities with all local Chambers of Commerce.	Engage local Chambers of Commerce on major Council projects and promote a minimum of two meetings per year between Council management and Chambers' Presidents.		On Track	Council made preliminary contact with local Chambers with the intention of conducting a meeting in the upcoming quarter. The local Chambers were encouraged to participate in Council's Community Strategic Plan consultation.
	Lead: Traffic & Transport	Grant Funding	Apply for grant funding for transport facilities.	Number and value of successful grants.		On Track	A submission was made for 2018/19 National Black Spot Program to treat the length of Everton Road Strathfield between Moseley Street and Wentworth Road due to the number of accidents recorded in this area. Council attended meeting with RMS regarding upcoming 2019/20 Black spot program funding submissions.
6.1.3 - Encourage mixed use buildings – commercial and residential to maximise use of buildings in the town centre.							
	Lead: Strategic Planning	Planning Instruments	Review planning provisions and/or development controls, in accordance with Council resolutions, in relation to mixed use.	Planning Policies to enhance and promote mixed use.		On Track	All business zones in the Burwood Local Government Area allow mixed use developments under the Burwood Local Environmental Plan.
			Review the Comprehensive LEP every five years, in accordance with NSW Government requirements.	Review to commence by 1 June 2020.		On Track	A major review of the Burwood LEP is tied with the District Plan which has just been released and will be under the guidance of the Department of Planning & Environment.

THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PERFORMANCE MEASURE)	TARGET	STATUS	COMMENT
5.2 - Support small business							
5.2.1 - Develop programs to strengthen and sustain small businesses.							
<p>Lead: Environment & Health Secondary: Media, Communications & Events</p>	Public Health	Education	Regulate and enforce the process in accordance with Food Act and Council's Enforcement Policy.	Monitor and record number of Improvement Notices, Prohibition Orders, Penalty Notices and Prosecutions issued by Council's Environmental Health Officers.	●	On Track	Regulation of food shops by way of enforcement action is taken as considered necessary. During the reporting quarter there were: <ul style="list-style-type: none"> • 5 Improvement notices issued • 11 Penalty notices issued and • 2 Prohibition Notices issued
			Implement an inspection program for premises that present a potential public health risk to ensure compliance with the requirements of the Food Act 2003, Food Safety Standards, Public Health Act 1991 & Regulations and the Local Government Act 1993 & Regulations.	Ensure all registered premises are inspected at least once per year and higher risk premises at least twice per year.	●	On Track	Registered premises are inspected to ensure compliance with relevant health regulations. The inspection program is undertaken by Council's environmental health officers. There were a total of 64 inspectors carried out carried out in the reporting quarter.
			Provide enforcement action information to NSW Food Authority to enable timely updating of Name and Shame Register for Food Shops.	Submit Annual Food Activity report to the NSW Food Authority by end of July each year.	○	Not Due	The Annual Food Activity Report is due in July each year for the preceding years activity.
			Conduct two food handling hygiene and safety workshops for food shop operators.	Conduct two workshops per year. One of the workshops is to be in a language other than English.	○	On Track	Workshops for 2016/2017 have been completed and further workshops will be held in 3rd and 4th quarter of 2017/2018 reporting year.
			Provide advice and factsheets to shop keepers in their preferred language about food safety and other health issues.	Environment and Health Officers to maintain supply of fact sheets in other languages for distribution at time of inspection and make them available on Council's website.	●	On Track	Council's Environmental Health Officers maintain and have available fact sheets in a variety of languages and on a range of specific public health topics for distribution to shopkeepers as necessary.
Provide environmental and health advice and conditions on submitted Development Applications to ensure compliance with standards and legislation as necessary.	Examine and condition development applications as necessary.	●	On Track	Development applications that are referred are reviewed as required and appropriate conditions relating to environment and health concerns are included in consents.			
Respond to and investigate public health complaints.	Report number of complaints investigated and actioned as part of quarterly reporting process.	●	On Track	There were 19 development applications assessed by the Environment and Health team during the reporting quarter. Public health complaints are investigated and appropriate action taken to rectify where warranted. There were 19 public health complaints received and investigated by the environment and health team during the reporting quarter.			
5.2.2 - Support and facilitate opportunities for home based businesses to grow and prosper, develop skills and enhance community capacity.							
Lead: Strategic Planning	Planning Instruments		Review of Comprehensive Local Environment Plan (LEP) in response to emerging issues, including but not limited to: - The Greater Sydney Commission District Plan - Parramatta Road Urban Transformation Strategy - Merged Council Entity	As required.	●	On Track	Burwood LEP is reviewed as required and in response to emerging issues. There have been over 10 amendments since the LEP came into force in 2012. The Eastern City District Plan is released at the end of this quarter. The Parramatta Road project is pending Urban Design and Traffic and Transport Studies. It is expected that the District Plan and the Parramatta Road project will lead to further amendments to the Burwood LEP.

THEMES AND STRATEGIC GOALS	RESPONSIBILITY	SERVICE	ACTION	SERVICE STANDARD (PERFORMANCE MEASURE)	TARGET	STATUS	COMMENT
5.2.3 - Explore opportunities to activate Burwood's economy after hours such as markets on the weekends or in the evenings including arts, crafts and farmers markets.							
	Lead: Media Communications & Events	Events	Investigate opportunity to hold markets in conjunction with other civic events.	Inclusion of market-type sections at Council's major civic events.	●	On Track	Council incorporates market-type sections in its major civic events where relevant and appropriate. The Lunar New Year event and Australia Day event both featured market-type sections.
5.3 - Increase employment and training opportunities							
5.3.1 - Build links and partnerships with educational institutions for the development of diverse local skills and to increase local provision of employment and training for the community.							
	Lead: Organisational Development	Identify Opportunities	Provide opportunities within Council service provision for youth employment, student placements and traineeships where appropriate.	Continue to promote and support local learning institutions with work experience, traineeships and student placements opportunities.	●	On Track	<p>Council continues to support the community in providing work experience, learning and observation opportunities for students, trainees and volunteers to broaden their understanding of the world of work.</p> <p>Council currently has Student Graduate Engineers in Civil Engineering and more than 10 Volunteer workers in our Records, Depot and Community Life areas.</p> <p>A successful one week placement was completed by a student from Southern Cross Vocational College providing valuable working experience and exposure to a variety of Council areas. Council is committed to supporting these young people with their requirements to successfully complete their schooling and chosen vocational courses.</p> <p>The Community Services area is currently hosting a TAFE Student to assist with their mandatory requirements for Industry placement as part of their Certificate IV in Community Services.</p> <p>Additionally, suitable candidates for the roles of Casual Library Shelvers have been sourced and filled by local high school students providing local meaningful paid employment opportunities.</p>
5.4 - Economic centre growth and preserved residential areas							
5.4.1 - Preserve local heritage through relevant planning strategies.							
	Lead: Strategic Planning Secondary: Building & Development	Heritage Protection	Ensure that all development applications relating to heritage items or Heritage Conservation Areas are referred to the Senior Strategic Planner – Heritage Adviser for comment.	80% of DA's relating to heritage items or Heritage Conservation Areas referred to Strategic Planning for comment to be answered within 10 days. 100% of DA's to be answered within fifteen days.	●	On Track	There were 24 heritage referrals received in the period, around 70% dealt with within 10 days and 80% within 15 working days.
5.4.2 - Ensure compliance with State Government Planning System Reform.							
	Lead: Strategic Planning Secondary: Building & Development	Planning Instruments	Review implications and implement reviews of Burwood Council's plans according to reforms outcomes.	As State Government Planning System Reform reports are published.	●	On Track	There has not been any State Government Planning System Reform report. Council is aware of the implications of the recent updates to the planning legislation and is in the process of implementing actions required as a result of these updates.

(ITEM RC4/18) APRIL 2018 BURWOOD LOCAL TRAFFIC COMMITTEE MEETING MINUTES

File No: 18/13688

REPORT BY ACTING DIRECTOR ENGINEERING AND OPERATIONS

Summary

Attached are the Minutes of the Burwood Local Traffic Committee meeting from its meeting of April 2018. The Minutes are hereby submitted to the Ordinary Council Meeting for consideration and adoption by Council.

Recommendations

That the minutes of the Burwood Local Traffic Committee meeting of April 2018 be noted and the recommendations of the Committee as detailed below be adopted as a resolution of the Council.

(ITEM LTC2/18) BOUNDARY STREET, CROYDON - NEW 'NO PARKING' AREA

Recommendations

That Council approve the conversion of the existing 'No Stopping' restrictions to 'No Parking' restrictions on the southern side of Boundary Street for a length of 10.0 metres immediately east of the entry driveway to PLC's Hamilton campus.

(ITEM LTC3/18) PLYMOUTH STREET, ENFIELD - PARKING RESTRICTIONS TO IMPROVE TRAFFIC FLOW

Recommendation

That Council approves the installation of a 10 metre No Parking restriction in Plymouth Street along the side boundary of No. 46 Beaumaris Street extending in a westwards direction from 2 metres west of the eastern boundary of 46 Beaumaris Street.

(ITEM LTC4/18) RAILWAY CRESCENT, BURWOOD - NO RIGHT TURN RESTRICTIONS ONTO WENTWORTH ROAD

Recommendations

1. That Council approve the installation of 'No Right Turn' restrictions for vehicles exiting Railway Crescent onto Wentworth Road.
2. That Council approve the installation of a concrete median splitter island in Railway Crescent, Burwood at Wentworth Road including a kerb blister islands and all relevant signs and linemarking per the plan in the report.
3. That a Traffic Management Plan be prepared and submitted to RMS for approval to restrict the right turn out of Railway Crescent.

(ITEM LTC5/18) APPIAN WAY, BURWOOD - INSTALLATION OF PEDESTRIAN REFUGE AT INTERSECTION WITH BURWOOD ROAD

Recommendation

That Council install a pedestrian refuge in Appian Way at Burwood Road and reconstruct the kerb ramps including relevant signs and linemarking as per the attached plan in the report.

(ITEM LTC6/18) QUEEN STREET, CROYDON - RELOCATION OF BUS ZONE

Recommendations

1. That Council approve the two existing bus stops and associated bus zones on the northern side of Queen Street between Webb Street and Acton Street be rationalised into one bus stop and associated 30 metre bus zone to be located approximately 55 metres west of

- Acton Street and the redundant bus zones be replaced with 'No Stopping' signs.
2. That Council approve a new concrete hard stand area be installed at the new bus stop and the bus shelter be relocated from Bus Stop ID 213230 Queen Street west of Acton Street to the new bus stop.

(ITEM LTC7/18) 17 STANLEY STREET BURWOOD - REQUEST FOR MOBILITY PARKING

Recommendation

That Council approve the installation of one on-street mobility parking space in front of property No. 17 Stanley Street Burwood as per the plan in the report.

Attachments

- 1 [↓](#) Burwood Local Traffic Committee - April 2018 - Agenda
- 2 [↓](#) Burwood Local Traffic Committee - April 2018 - Minutes



Burwood Council

heritage ▪ progress ▪ pride

NOTICE OF BURWOOD LOCAL TRAFFIC COMMITTEE MEETING

The April 2018 meeting of the Burwood Local Traffic Committee will be held electronically with the Agenda sent to all members via email for comment. The minutes from the November 2017 meeting have been emailed to members for comments. All comments in relation to the Agenda items are requested to be returned to Council by 5.00pm Friday 6 April 2018.

Bruce Macdonnell
GENERAL MANAGER

Our Mission

**Burwood Council will create a quality lifestyle for its citizens
by promoting harmony and excellence in the delivery of its services**

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AGENDA

APOLOGIES/LEAVE OF ABSENCES

CONFIRMATION OF MINUTES

Recommendation

That the Minutes of the following Meeting of Burwood Local Traffic Committee from November 2017 as typed and circulated, be confirmed and signed as a true record of the proceedings of that meeting.

GENERAL BUSINESS

(ITEM LTC2/18)	BOUNDARY STREET, CROYDON - NEW 'NO PARKING' AREA	3
(ITEM LTC3/18)	PLYMOUTH STREET, ENFIELD - PARKING RESTRICITONS TO IMPROVE TRAFFIC FLOW	5
(ITEM LTC4/18)	RAILWAY CRESCENT, BURWOOD - NO RIGHT TURN RESTRICTIONS ONTO WENTWORTH ROAD	8
(ITEM LTC5/18)	APPIAN WAY, BURWOOD - INSTALATION OF PEDESTRIAN REFUGE AT INTERSECTION WITH BURWOOD ROAD	11
(ITEM LTC6/18)	QUEEN STREET, CROYDON - RELOCATION OF BUS ZONE	13
(ITEM LTC7/18)	17 STANLEY STREET BURWOOD - REQUEST FOR MOBILITY PARKING	15

(ITEM LTC2/18) BOUNDARY STREET, CROYDON - NEW 'NO PARKING' AREA

File No: 18/11743

REPORT BY MANAGER TRAFFIC & TRANSPORT

Summary

In order to facilitate access into the internal pick up and drop off area within Presbyterian Ladies' College it is proposed to install a short section of 'No Parking' restrictions adjacent the entry driveway.

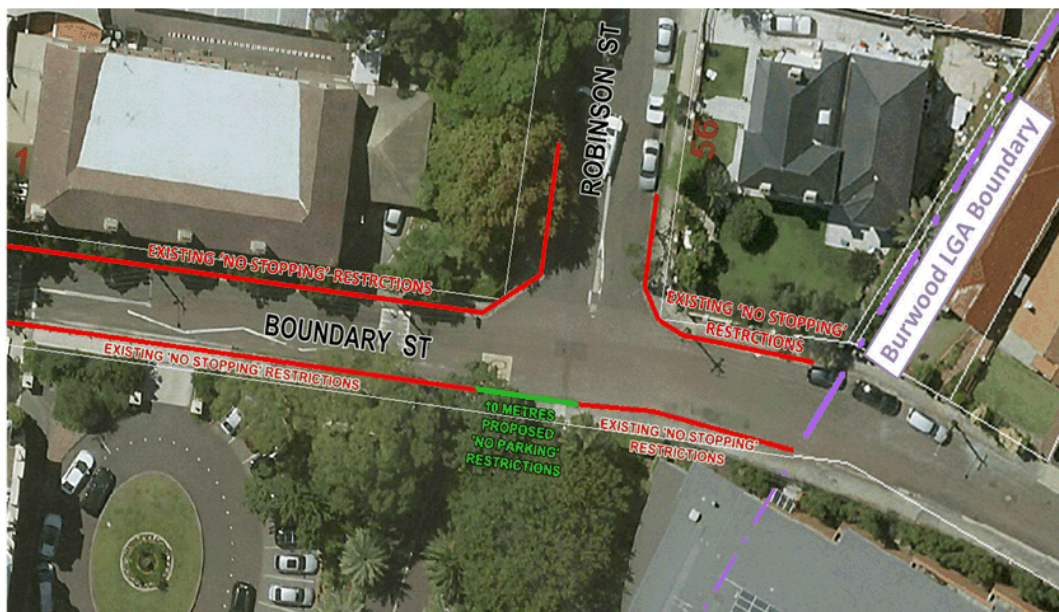
Background

Presbyterian Ladies' College (PLC) has contacted Council to investigate improvements into traffic flow around the school particularly in the afternoon peak period. The school operates an internal pick-up and drop-off area within its Hamilton campus which is located on the southern side of Boundary Street. Parents entering the school are required to approach the school from the east and turn left into the campus. The high number of parents attempting to pick up their children at this time often results in queues of traffic extending out of the school and onto Boundary Street.

Currently 'No Stopping' restrictions are located along the southern side of Boundary Street for the entire school frontage due to the narrowness of the street which does not allow vehicles to stop without impacting upon traffic flow. The school entrance driveway is located west of the intersection with Robinson Street and therefore the school has requested that the 'No Stopping' restrictions be reviewed to determine if part could be converted to 'No Parking'.

Proposal

A review do the southern side of Boundary Street immediately east of the schools entrance driveway has identified an area of 'No Stopping' restrictions 10.0 metres in length which if converted to 'No Parking' would allow two vehicles to queue on Boundary Street while waiting for room to enter the school campus. West bound vehicles queuing outside of this 'No parking' area would not be permitted to wait in the queue and would be provided sufficient maneuvering space and sightlines to overtake the queued vehicles if heading west or turning right into Robinson Street.



It is noted that the school is also currently investigating implementing a Traffic Control Plan (TCP) to allow parents exiting the school to turn right on to Boundary Street, a maneuver which is currently restricted via 'No Right Turn' signage. If approved this right turn out of the school would direct more traffic eastbound along boundary Street which may result in conflicts with west bound traffic attempting to overtake queued vehicles.

The 'No Parking' restrictions are not proposed to be used as a drop-off and pick-up area as per other 'No parking' restrictions around schools. It will be the responsibility of PLC to ensure parents are made aware of this and that the area is monitored to ensure compliance.

For these reasons it is proposed to implement the above 'No Parking' restrictions as a trial to determine the safety implications over a 3 month period.

Consultation

The school will be required to notify parents of the correct use of the new 'No Parking' zone which is not permitted for use as a drop-off and pick-up area.

Financial Implications

Changes to signage are estimated to cost \$200 and is to be funded from the 2017/18 Traffic Facilities Budget.

Recommendation(s)

That Council approve the conversion of the existing 'No Stopping' restrictions to 'No Parking' restrictions on the southern side of Boundary Street for a length of 10.0 metres immediately east of the entry driveway to PLC's Hamilton campus.

Attachments

There are no attachments for this report.

(ITEM LTC3/18) PLYMOUTH STREET, ENFIELD - PARKING RESTRICTONS TO IMPROVE TRAFFIC FLOW

File No: 18/11963

REPORT BY TEMP TRAFFIC ENGINEER

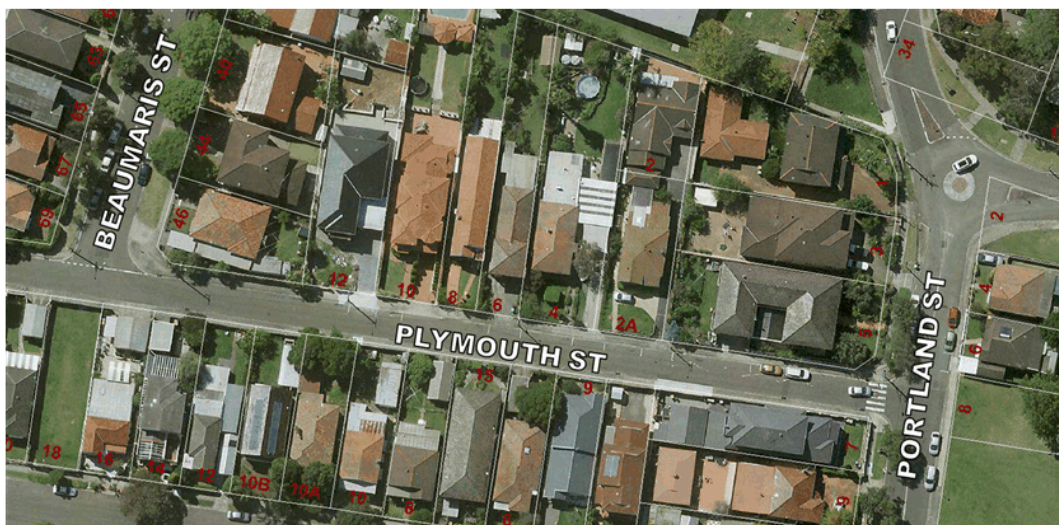
Summary

Council has received representations from residents regarding safety issues associated with conflict between opposing vehicular movements in Plymouth Street, Enfield. It is proposed to install additional part time 'No Parking' restrictions on the northern side of the road for a short length to provide a midblock passing opportunity.

Background

Council has received representations from residents regarding safety issues associated with conflict between opposing vehicular movements in Plymouth Street, Enfield between Beaumaris Street and Portland Street which has a length of approximately 150 metres. The road carriageway width in Plymouth Street is narrow for its entire length, measured at 6.4 metres from kerb to kerb.

No Parking restrictions are already in place on the southern side of the road, with unrestricted parking permitted on the northern side excluding statutory 'No Stopping' areas. When vehicles are parked on the northern side of the road there is insufficient travel lane width to accommodate two way traffic leading to potential collisions, queueing and the possibly the need to reverse to allow opposing traffic to pass.



A review of recorded crashes for the most recent 5 year period (2011 to 2016) indicates that there has been one non-casualty crash in Plymouth Street between Beaumaris Street and Portland Street.

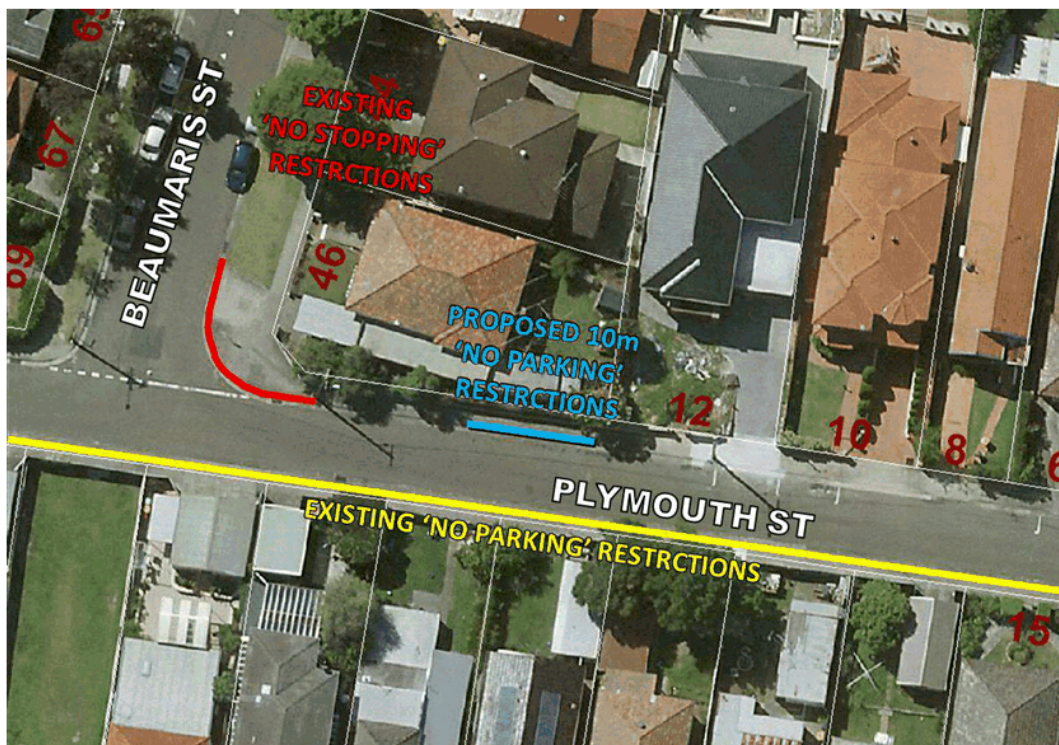
Midblock speed and volume counts were undertaken in February 2018 in Plymouth Street between Beaumaris Street and Portland Street. The table below details the findings.

Location	Vehicles/Day	Eastbound veh/day	Westbound veh/day	Bi-Directional 85%ile	East Bound 85%ile	West Bound 85%ile
Plymouth Street	1,735	1,308	427	47 km/h	47 km/h	48 km/h

The main findings are that the recorded 85%ile speeds are within acceptable levels noting the 50 km/h local speed limit and that traffic is not evenly split in each direction with 75% of traffic travelling in an eastbound direction and 25% in the westbound direction.

Proposal

There are a number of driveways on the northern side of the road which can provide additional width for opposing vehicles to pass, however due to the occasional vehicle parked kerb side between driveways there is insufficient continuous area to allow for passing. This can be alleviated by installing a 10 metre section of 'No Parking' along the side frontage of No. 46 Beaumaris Street immediately west of No. 12 Plymouth Street, resulting in the loss of two parking spaces. This area from on-site observations is used as the passing area with the exception of when it is parked out.



Consultation

The resident on the corner of Plymouth Street and Beaumaris Street was consulted regarding this proposal with no feedback received.

Financial Implications

The installation of new 'No Parking' signage is estimated to cost \$300 and will be funded from the 2017/18 Traffic Facilities Budget.

Recommendation

That Council approves the installation of a 10 metre No Parking restriction in Plymouth Street along the side boundary of No. 46 Beaumaris Street extending in a westwards direction from 2 metres west of the eastern boundary of 46 Beaumaris Street.

Attachments

There are no attachments for this report.

(ITEM LTC4/18) RAILWAY CRESCENT, BURWOOD - NO RIGHT TURN RESTRICTIONS ONTO WENTWORTH ROAD

File No: 18/11987

REPORT BY TEMP TRAFFIC ENGINEER

Summary

Council has received representations from residents regarding safety issues associated with illegal right turn movements from Wentworth Road into Railway Crescent. In order to physically prevent this from continuing, a concrete central median island is proposed. In reviewing safety at the intersection it is also recommended that a further restriction be implemented by introducing a 'No Right Turn' ban to prevent vehicles making a right turn from Railway Crescent into Wentworth Road.

Background

Concerned residents have advised that unsafe illegal right turn movements from Wentworth Road to Railway Crescent continue to occur. This movement already has a permanent No Right Turn ban restriction in place.

Any vehicle making this illegal turn causes significant queuing for northbound motorists in Wentworth Road as only one travel lane is provided at this location. In addition, there are two southbound travel lanes in Wentworth Avenue which a right turning vehicle has to negotiate and pick a gap to make a right turn.

The queuing associated with through movements being impeded by an illegal right turning vehicle has an impact on the wider road network given the close proximity of the Morwick Street/Wentworth Road signalised intersection (approximately 70 metres south).

A further conflict occurs between vehicles making a right turn out of Railway Crescent and those making the illegal right turn from Wentworth Road into Railway Crescent.

Site inspections have also revealed that there are a significant number of pedestrians who cross Railway Crescent at Wentworth Road. This pedestrian movement has significant exposure to vehicle conflicts given the excessive road width which has a maximum width of 39 metres at the intersection throat. The width narrows to approximately 9 metres further east along Railway Crescent.

Additionally, safety concerns arise from vehicle making right turns from Railway Crescent into Wentworth Road due to the southbound queuing on approach to the Morwick Street/Wentworth Road intersection extending past or near Railway Crescent. This has a significant impact on sight lines and the ability of a right turning vehicle to safely pick a gap in traffic. The problem is further exacerbated by northbound traffic in Wentworth Road also queuing across Railway Crescent due to queuing on approach to the Gladstone Street/Wentworth Road roundabout and pedestrian (zebra) crossing. There are also restricted sight lines due to the vertical crest in Wentworth Road, south of Railway Crescent at the railway overbridge regardless of queuing which significantly impedes sight lines.

A review of recorded crashes for the most recent 5 year period (2011 to 2016) indicate that there have been no pedestrian crashes and that two casualty crashes have been recorded.

Parking at the intersection is detailed below;

- 9P ticket 9am-6pm, Mon-Sat and Public Holidays Authorised Resident Vehicles Excepted on the eastern side of Wentworth Road between Gladstone Street and Railway Crescent (capacity of 10 spaces)
- 1P 8am-6pm Monday to Friday, 8am-1pm Saturday ARVE on the northern side of Railway Terrace between Wentworth Road and Mt Pleasant Avenue (capacity of 4 spaces)

Proposal

It is proposed to install a concrete median splitter island in Railway Crescent at Wentworth Road and to install an additional No Right Turn ban for vehicles making a right turn from Railway Crescent into Wentworth Road. The island is to be constructed to physically restrict illegal right turn movements from Wentworth Road into Railway Crescent and to also restrict right turns from Railway Crescent into Wentworth Road. Sight inspection have revealed low traffic movements making the right turn from Railway Crescent to Wentworth Road given the difficulty in negotiating this movement.

The concrete island has been designed to continue to accommodate left turning trucks and waste vehicles both entering and exiting Railway Crescent.

The design also incorporates kerb blister islands to provide pedestrians with additional protection and reduce exposure time whilst crossing the road.

No Right Turn sign and advance warning sign.

Consultation

The proposal to ban the right turn movements at the intersection of Railway Crescent and Wentworth Road has been identified in Council Section 94 Plan to address traffic implications of the growing Burwood Town Centre. This document has been exhibited to the public most recently in 2012 with no feedback received.

Financial Implications

The cost of installing a concrete median splitter island, kerb blisters and all associated signs and linemarking is estimated to cost \$20,000 and will be funded from the Traffic Facilities Budget-2018/2019.

Recommendations

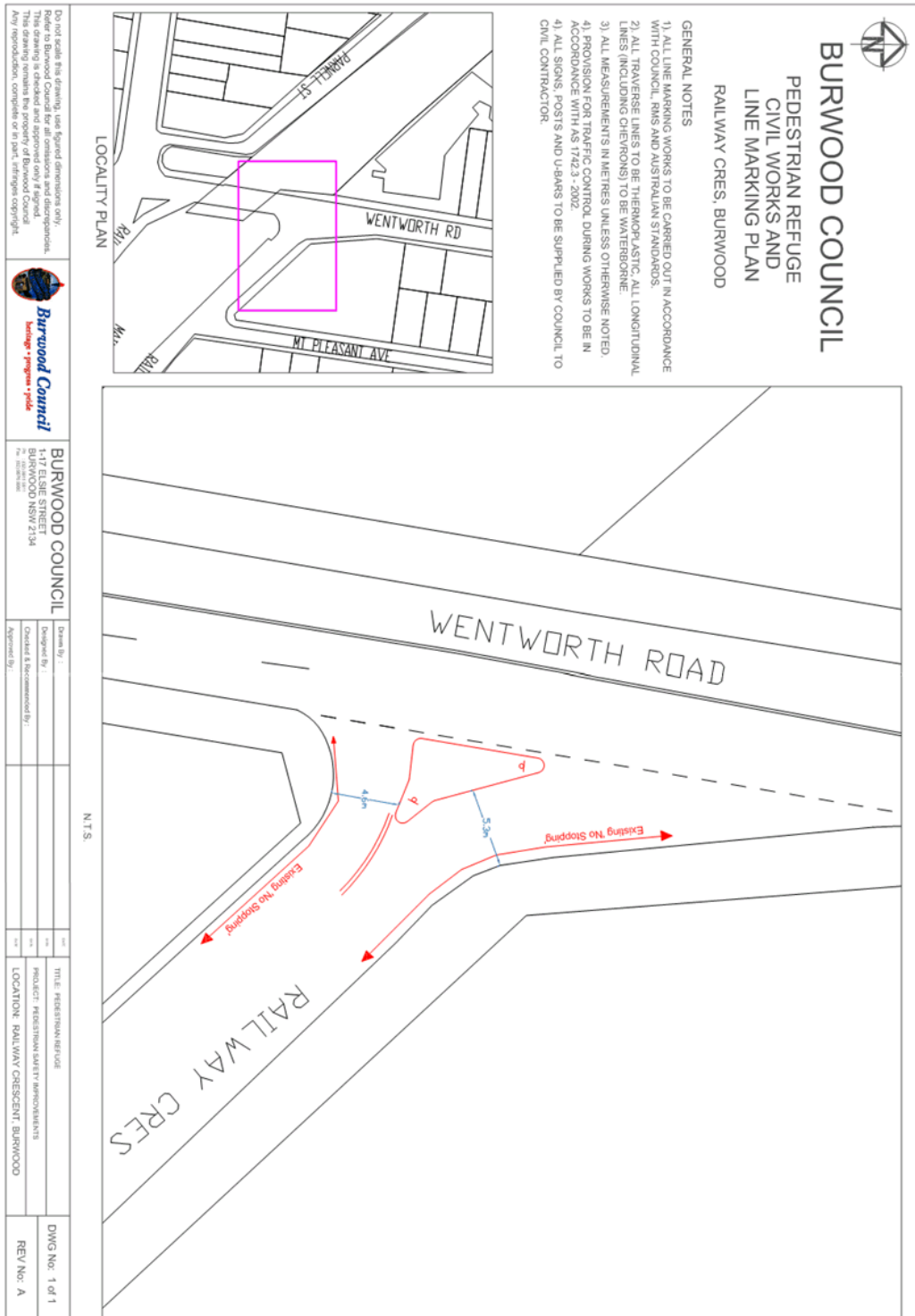
1. That Council approve the installation of 'No Right Turn' restrictions for vehicles exiting Railway Crescent onto Wentworth Road.
2. That Council approve the installation of a concrete median splitter island in Railway Crescent, Burwood at Wentworth Road including a kerb blister islands and all relevant signs and linemarking per the plan in the report.

Attachments

- 1 Railway Crescent Traffic Island Plan

ATTACHMENT 1

ITEM /18 Railway Crescent, Burwood - No Right Turn restrictions onto Wentworth Road.DOC
 Railway Crescent Traffic Island Plan



**(ITEM LTC5/18) APPIAN WAY, BURWOOD - INSTALATION OF
PEDESTRIAN REFUGE AT INTERSECTION WITH BURWOOD ROAD**

File No: 18/11990

REPORT BY TEMP TRAFFIC ENGINEER

Summary

Council has received representations from residents regarding safety issues associated with pedestrians crossing Appian Way at Burwood Road, resulting from the wide road carriageway between the kerb ramps. In order to provide improved pedestrian amenity and safety, a concrete pedestrian refuge island is proposed in Appian Way at its intersection with Burwood Road.

Background

Concerned residents have advised that it is unsafe to cross Appian Way at Burwood Road due to the wide road carriageway at this location (19 metres at the existing crossing point). Away from the intersection the road has a standard 12.8 metre carriageway width.

A review of recorded crashes for the most recent 5 year period (2011 to 2016) indicate that there have been no crashes involving pedestrians and that two crashes have been recorded (one casualty and one non-casualty).

Proposal

In order to provide safer conditions for pedestrians a pedestrian refuge is proposed in Appian Way at Burwood Road to facilitate a staged crossing of Appian Way. The pedestrian refuge will also provide separation between opposing vehicular movements and potentially reduce the speeds of turning vehicles as they will be physically restricted by the pedestrian refuge from using the entire intersection to facilitate turning manoeuvres.

As per RMS technical direction requirements, a 20 metre 'No Stopping' restriction is required on approach to the pedestrian refuge and a 10 metre 'No Stopping' restriction is required on departure. This will result in loss of 2 on-street parking spaces on the southern side of Appian Way and no loss of spaces on the northern side of Appian Way.

Consultation

The residents on the corner of Burwood Road and Appian Way were consulted as part of the proposal with no feedback received.

Financial Implications

The cost of installing a concrete median island, reconstructing the kerb ramps and all associated signs and linemarking is estimated to cost \$20,000 and will be funded from the 2018/2019 Traffic Facilities Budget.

Recommendation

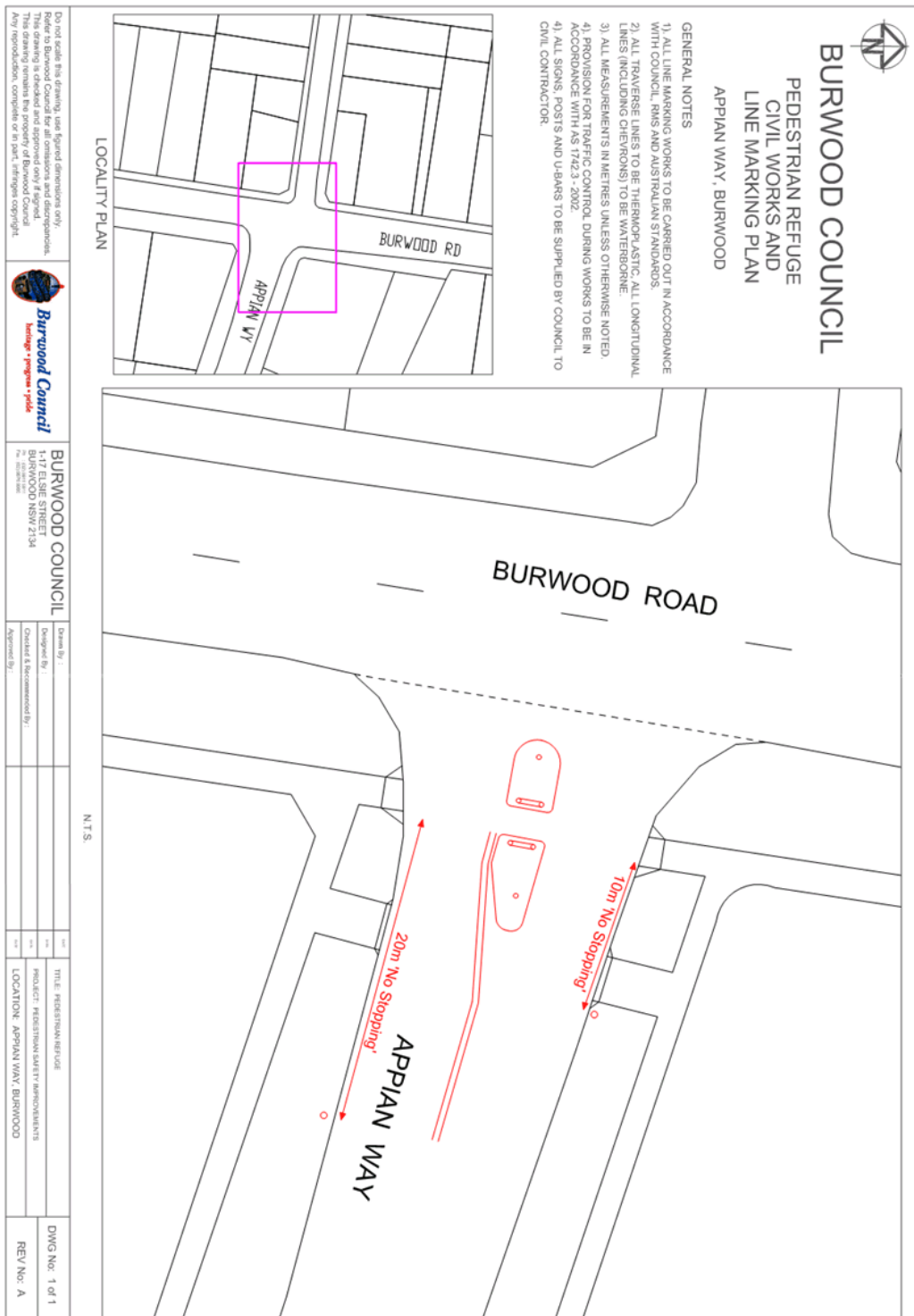
That Council install a pedestrian refuge in Appian Way at Burwood Road and reconstruct the kerb ramps including relevant signs and linemarking as per the attached plan in the report.

Attachments

1 Appian Way Refuge Island Plan

ATTACHMENT 1

ITEM /18 Appian Way, Burwood - Instalation of pedestrian refuge at intersection with Burwood Road.DOC
 Appian Way Refuge Island Plan



(ITEM LTC6/18) QUEEN STREET, CROYDON - RELOCATION OF BUS ZONE

File No: 18/12142

REPORT BY TEMP TRAFFIC ENGINEER

Summary

Council has received representations regarding safety issues associated with buses stopping at the eastbound bus stop on the northern side of Queen Street west of Acton Street and its impact on sight lines for vehicles exiting Acton Street and associated traffic safety issues.

In order to improve safety in and around the Queen Street/Acton Street intersection, it is recommended that the two eastbound bus stops in Queen Street along the Blair Park frontage be rationalised into one bus stop and it be located approximately 55 metres west of Acton Street.

Background

Concerned residents have advised that it is unsafe for vehicles to exit Acton Street into Queen Street when a bus is parked in the bus zone on the northern side of Queen Street west of Acton Street as it restricts sight lines to eastbound traffic in Queen Street. The problem is exacerbated by the fact that eastbound vehicles travel onto the wrong side of the road to pass the stationary bus in conflict with vehicles making a right turn out of Acton Street or through traffic heading westbound in Queen Street.

The eastbound bus stops in the area and their spacing is detailed below;

- Bus Stop ID 213226 Queen Street east of Cheltenham Road – Bus Stop ID 213229 Queen Street east of Webb Street – 140 metres between bus stops
- Bus Stop ID 213229 Queen Street east of Webb Street – Bus Stop ID 213230 Queen Street west of Acton Street – 150 metres between bus stops
- Bus Stop ID 213230 Queen Street west of Acton Street – Bus Stop ID 213231 Lang Street north of Queen Street – 280 metres between bus stops

These bus stops are serviced by the following bus routes;

- Route 490 - Drummoyne to Hurstville
- Route 492 - Drummoyne to Rockdale

An additional safety concern relates to the fact that pedestrian (zebra) crossings are located on the northern and eastern legs of the Queen Street/Acton Street intersection.

Proposal

In order to provide safer traffic and pedestrian conditions it is proposed to relocate the bus stop away from the intersection, approximately 55 metres west of Acton Street and that the two eastbound bus stops in Queen Street along the Blair Park frontage be rationalised into one bus stop.

This will optimise spacing between bus stops resulting in the following spacing for eastbound bus stops;

- ID 213226 Queen Street east of Cheltenham Road – Proposed location of relocated bus stop – 260 metres between bus stops

- ID 213231 Lang Street north of Queen Street - Proposed location of relocated bus stop - 310 metres between bus stops

This lies within the 400 metres interval required by TfNSW.

It is recommended that the two existing bus stops which are signposted 'Bus Zones' be replaced with 'No Stopping'. It should be noted that the proposal has no impact on on-street parking.

A concrete hard stand area will be required to be constructed at the new bus stop location for pedestrian amenity and the bus shelter relocated from Bus Stop ID 213230 Queen Street west of Acton Street to the new bus stop.



Consultation

Council staff have met with Sydney Buses representatives who support the proposal. Given there is no loss of on-street parking no further consultation has been undertaken by Council.

Financial Implications

The cost of installing a concrete hardstand, relocating the bus shelter and all associated signs and linemarking is estimated to cost \$10,000 and will be funded from the Traffic Facilities Budget-2018/2019.

Recommendations

1. That Council approve the two existing bus stops and associated bus zones on the northern side of Queen Street between Webb Street and Acton Street be rationalised into one bus stop and associated 30 metre bus zone to be located approximately 55 metres west of Acton Street and the redundant bus zones be replaced with 'No Stopping' signs.
2. That Council approve a new concrete hard stand area be installed at the new bus stop and the bus shelter be relocated from Bus Stop ID 213230 Queen Street west of Acton Street to the new bus stop.

Attachments

There are no attachments for this report.

(ITEM LTC7/18) 17 STANLEY STREET BURWOOD - REQUEST FOR MOBILITY PARKING

File No: 18/9505

REPORT BY TRAFFIC ENGINEERING OFFICER

Summary

Council has received a request from the resident of No. 17 Stanley Street Burwood to install a mobility parking space fronting their property.

Background

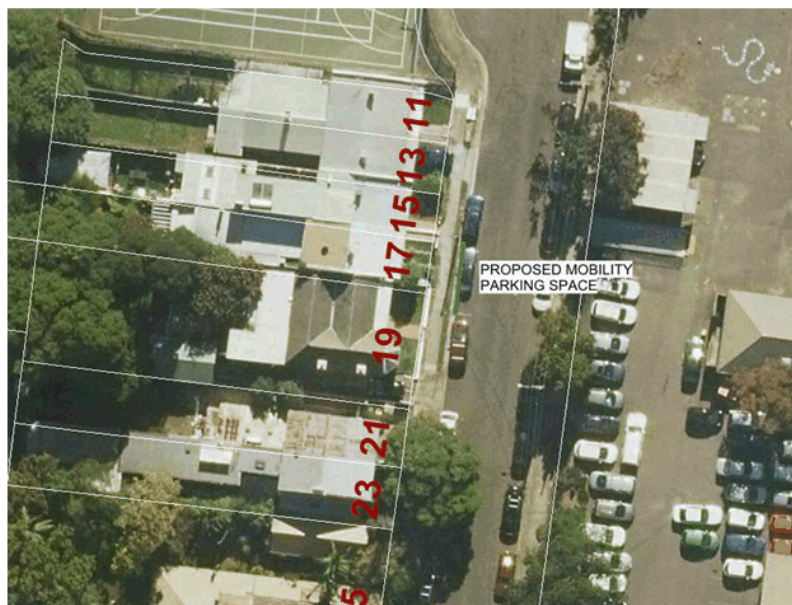
The property at 17 Stanley Street Burwood is located in a local residential street towards the end of a cul-de-sac which currently contains '1P parking' restrictions along the western side of the street and 'No Parking' restrictions during school peak period on the eastern side. This section of Stanley Street has a road carriageway width of 10.1 metres kerb to kerb.

A site inspection by Council Officers found that the proposed mobility parking space is opposite Burwood Public School 'Kiss and Ride' zone. Due to the close proximity of the schools, parking along the street is congested between the morning and afternoon school hours with school teachers occupying the unrestricted parking area outside the 'No Parking' times. Residents from the other properties along the cul-de-sac have one off-street parking space each.

Proposal

Due to the fact that the resident has no off-street parking available, it is proposed to install a mobility parking space in front of No. 17 Stanley Street Burwood with a review of the use of the space in 12 months' time.

The parking space will be located at the frontage of the property leaving enough space for 1 parking space on either side. Mobility parking spaces are available for use by any motorists with a mobility parking permit and are not exclusive to any one user.



Consultation

The introduction of one on-street mobility parking space will not significantly impact upon parking availability for residents. For this reason, no consultation has been undertaken.

Financial Implications

The installation of new 'mobility parking' signage is estimated to cost \$200 and will be funded from the 2017/18 Traffic Facilities Budget.

Recommendation

That Council approve the installation of one on-street mobility parking space in front of property No. 17 Stanley Street Burwood as per the plan in the report.

Attachments

There are no attachments for this report.



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BURWOOD LOCAL TRAFFIC COMMITTEE MEETING

MINUTES OF THE MEETING OF THE BURWOOD LOCAL TRAFFIC COMMITTEE held at the Council Chamber, Suite 1, Level 2, 1-17 Elsie Street, Burwood on Thursday 5 April 2018 commencing at .

ATTENDANCE

Cr John Faker (Mayor) Chairperson
Sgt Trudy Crowther, NSW Police Service
Mr Kristian Calcagno, Roads and Maritime Services
Ms Jodi McKay, State Member for Strathfield
Mr Peter Whitney, State Transit Authority
Mr Doug Sutherland AM, JP, Burwood Chamber of Commerce

Mr Bruce Macdonnell, General Manager
Mr John Inglese, Burwood Council, Acting Director - Engineering & Operational Services
Mr Roberto Di Federico, Burwood Council, Manager Traffic and Transport
Mr Henry Huynh, Burwood Council, Traffic Engineering Officer
Ms Megan Pigram, Burwood Council, Road Safety Officer

CONFIRMATION OF MINUTES

That the minutes of the Burwood Local Traffic Committee of Burwood held on November 2017, as circulated, be confirmed and signed as a true record of the proceeding of the meeting.

GENERAL BUSINESS

(ITEM LTC2/18) BOUNDARY STREET, CROYDON - NEW 'NO PARKING' AREA

Summary

In order to facilitate access into the internal pick up and drop off area within Presbyterian Ladies' College it is proposed to install a short section of 'No Parking' restrictions adjacent the entry driveway.

COMMENTS

- The State Member for Strathfield recommended that the changes to parking be consulted with adjoining residents and Croydon Public School.
- RMS raised no objections to this treatment being trialed and monitored, but did raise concerns regarding the vehicles turning right out of Robinson St which may be forced onto the other side of the road by the queued vehicles in the 'No Parking' area.

Recommendations

That Council approve the conversion of the existing 'No Stopping' restrictions to 'No Parking' restrictions on the southern side of Boundary Street for a length of 10.0 metres immediately east of the entry driveway to PLC's Hamilton campus.

(ITEM LTC3/18) PLYMOUTH STREET, ENFIELD - PARKING RESTRICTONS TO IMPROVE TRAFFIC FLOW

Summary

Council has received representations from residents regarding safety issues associated with conflict between opposing vehicular movements in Plymouth Street, Enfield. It is proposed to install additional part time 'No Parking' restrictions on the northern side of the road for a short length to provide a midblock passing opportunity.

Recommendation

That Council approves the installation of a 10 metre No Parking restriction in Plymouth Street along the side boundary of No. 46 Beaumaris Street extending in a westwards direction from 2 metres west of the eastern boundary of 46 Beaumaris Street.

(ITEM LTC4/18) RAILWAY CRESCENT, BURWOOD - NO RIGHT TURN RESTRICTIONS ONTO WENTWORTH ROAD

Summary

Council has received representations from residents regarding safety issues associated with illegal right turn movements from Wentworth Road into Railway Crescent. In order to physically prevent this from continuing, a concrete central median island is proposed. In reviewing safety at the intersection it is also recommended that a further restriction be implemented by introducing a 'No Right Turn' ban to prevent vehicles making a right turn from Railway Crescent into Wentworth Road.

COMMENTS

- RMS advised that a TMP will need to be submitted to RMS for approval to restrict the right turn out of Railway Crescent.

Recommendations

1. That Council approve the installation of 'No Right Turn' restrictions for vehicles exiting Railway Crescent onto Wentworth Road.
2. That Council approve the installation of a concrete median splitter island in Railway Crescent, Burwood at Wentworth Road including a kerb blister islands and all relevant signs and linemarking per the plan in the report.
3. That a Traffic Management Plan be prepared and submitted to RMS for approval to restrict the right turn out of Railway Crescent.

(ITEM LTC5/18) APPIAN WAY, BURWOOD - INSTALATION OF PEDESTRIAN REFUGE AT INTERSECTION WITH BURWOOD ROAD

Summary

Council has received representations from residents regarding safety issues associated with pedestrians crossing Appian Way at Burwood Road, resulting from the wide road carriageway between the kerb ramps. In order to provide improved pedestrian amenity and safety, a concrete pedestrian refuge island is proposed in Appian Way at its intersection with Burwood Road.

COMMENTS

- RMS advised that a more detailed plan for the refuge is to be sent to RMS for approval prior to construction including all dimensions, linemarking and signposting. The nose of refuge island is

also to be installed approx. 300mm off the intersection to avoid motorists on Burwood Road potentially clipping the nose of the refuge.

Recommendation

That Council install a pedestrian refuge in Appian Way at Burwood Road and reconstruct the kerb ramps including relevant signs and linemarking as per the attached plan in the report.

(ITEM LTC6/18) QUEEN STREET, CROYDON - RELOCATION OF BUS ZONE

Summary

Council has received representations regarding safety issues associated with buses stopping at the eastbound bus stop on the northern side of Queen Street west of Acton Street and its impact on sight lines for vehicles exiting Acton Street and associated traffic safety issues.

In order to improve safety in and around the Queen Street/Acton Street intersection, it is recommended that the two eastbound bus stops in Queen Street along the Blair Park frontage be rationalised into one bus stop and it be located approximately 55 metres west of Acton Street.

Recommendations

1. That Council approve the two existing bus stops and associated bus zones on the northern side of Queen Street between Webb Street and Acton Street be rationalised into one bus stop and associated 30 metre bus zone to be located approximately 55 metres west of Acton Street and the redundant bus zones be replaced with 'No Stopping' signs.
2. That Council approve a new concrete hard stand area be installed at the new bus stop and the bus shelter be relocated from Bus Stop ID 213230 Queen Street west of Acton Street to the new bus stop.

(ITEM LTC7/18) 17 STANLEY STREET BURWOOD - REQUEST FOR MOBILITY PARKING

Summary

Council has received a request from the resident of No. 17 Stanley Street Burwood to install a mobility parking space fronting their property.

Recommendation

That Council approve the installation of one on-street mobility parking space in front of property No. 17 Stanley Street Burwood as per the plan in the report.

This concluded the business of the meeting.

Confirmed this

**MAYOR
CHAIRPERSON**

**ACTING DIRECTOR - ENGINEERING
& OPERATIONAL SERVICES**

(ITEM IN14/18) ANSWERS TO QUESTIONS WITHOUT NOTICE - COUNCIL MEETING OF 27 MARCH 2018

File No: 18/11710

REPORT BY THE GENERAL MANAGER

Summary

At the Council Meeting of 27 March 2018 the following Questions without Notice (QWN) were submitted by Councillors. Council Officers responded to the QWN and Councillors were notified on 11 April 2018 of the outcome of the QWN.

These are now submitted as part of the Council Agenda for Public Notification:

QUESTIONS WITHOUT NOTICE – COUNCIL MEETING OF 27 MARCH 2018	
Question	Response
<p><u>Cr Joseph Del Duca</u></p> <p>Question 1:</p> <p>What community health initiatives (if any) does Burwood Council currently provide for local residents?</p>	<p><u>Acting Senior Manager Community and Library</u></p> <p>NSW Health and the Primary Health Network (PHN) are the government agencies responsible for delivering the majority of community health initiatives. However, Council sometimes plays a role in relation to specific local health issues identified through social planning. A current initiative is a project to tackle youth mental health, which was identified as the most significant area of concern for young residents in a youth survey conducted by Council staff in 2016. Commonwealth grant funding of \$50,000 has recently been secured for the project.</p> <p>Council Officers are also working with the regional PHN to raise awareness of immunisation services available to local families with preschool aged children through information provision at Council's community events and family programs.</p>
<p><u>Cr Joseph Del Duca</u></p> <p>Question 2:</p> <p>How many Mayoral Minutes has the Mayor raised over the past 12 ordinary Council Meetings?</p>	<p><u>Governance Co-ordinator</u></p> <p>There have been 12 Mayoral Minutes tabled at Council Meetings from May 2017-March 2018. All Mayoral Minutes can be found on Council's website under http://www.burwood.nsw.gov.au/mayoral_minutes_landing_page.html</p>
<p><u>Cr Lesley Furneaux-Cook</u></p> <p>Question 1:</p> <p>What measures are being taken to stop continued non-compliance (as per petition on 39-47 Belmore Street, Burwood) on operating construction works?</p>	<p><u>Senior Manager Compliance</u></p> <p>Twenty infringements have been issued to the building site for non-compliance with their development consent working hours. The repeated offences have resulted in the Order process commencing with a Notice being served upon the builders on Thursday 5 April which requires the building site to strictly comply with their consent conditions. Non-compliance with Orders will result in Court action with view of Court Orders being obtained.</p>
<p><u>Cr Lesley Furneaux-Cook</u></p> <p>Question 2:</p>	<p><u>Governance Co-ordinator</u></p> <p>The first IHAP meeting will be held on 10 April 2018. Advertising will be via Council website under the specific</p>

QUESTIONS WITHOUT NOTICE – COUNCIL MEETING OF 27 MARCH 2018	
Question	Response
When will be first IHAP Meeting be held and how will it be advertised?	webpage dedicated to IHAP http://www.burwood.nsw.gov.au/development/independent hearing assessment panel/ihap home page.html for interested persons. Councillors will also receive the Agenda and Minutes via the Councillor Portal.

No Decision – Information Item Only**Attachments**

There are no attachments for this report.

(ITEM IN15/18) PETITIONS

File No: 18/11712

REPORT BY DEPUTY GENERAL MANAGER CORPORATE, GOVERNANCE & COMMUNITY

Summary

Petitions received are reported to Council on a monthly basis. Council has received one petition since the last Council Meeting.

Background

Date Received	Petition Subject	No. of Households and Businesses within the LGA	No. of Households outside the LGA	Responsible Council Division
14 March 2018	BD.2016.182 – 7 Dickinson Avenue Croydon – Alterations and Additions to an Existing Boarding House – Review of the Original Refusal	19	0	Land, Infrastructure and Environment

Comments

That Council notes that the Petition has been referred to the appropriate Council Officers for attention.

No Decision – Information Item Only**Attachments**

There are no attachments for this report.

**(ITEM IN16/18) POWER OF ATTORNEY FOR THE GENERAL MANAGER -
30 NOVEMBER 2017 TO 28 FEBRUARY 2018**

File No: 18/12851

REPORT BY THE GENERAL MANAGER

Summary

At the Council Meeting of 24 October 2017 Council resolved to delegate to Bruce Gordon Macdonnell, then Acting General Manager, a prescribed Power of Attorney. The prescribed Power of Attorney remains in place since Council appointed Bruce Gordon Macdonnell the General Manager at the Council Meeting of 27 March 2018.

The resolution included a request for a report to Council every three months on all documents signed under the prescribed power of attorney.

Council notes that the following (one) document was signed under power of attorney between 30 November 2017 and 28 February 2018:

1. Voluntary Planning Agreement (VPA) in exchange for additional development and in lieu of visitor parking for 29 George Street Burwood between Stewards Foundation of Christian Brethren (ABN 57 246 942 90715) and Burwood Council (ABN 84 362 114 428) on 15 January 2018. Presented to Council on 25 October 2016, Item No 61/16.

No Decision – Information Item Only**Attachments**

There are no attachments for this report.

(ITEM IN17/18) MAYORAL DISCRETIONARY GRANTS - SMALL DONATIONS MADE FOR THE PERIOD ENDING 31 MARCH 2018

File No: 18/12854

REPORT BY THE GENERAL MANAGER

Summary

The Discretionary Grants – Small Donations Policy was reviewed by Council and adopted on 6 February 2018. As part of the Policy requirements a list of donations made is to be reported to Council on a quarterly basis. The attached table details the Discretionary Grants for the March quarter ending 2018.

Background

The Mayor receives an annual budget of \$10,000 to provide civic leadership by supporting, through the allocation of small donations on behalf of Council, organisations or individuals for:

1. Personal development and achievements of individual community members representing NSW or higher in their chosen fields, including sporting, academic, cultural and artistic endeavours who require financial assistance to attend events or activities or compete in their chosen field.
2. Relief and other emergency organisations.
3. Charitable organisations (registered) which provide benefits to the Burwood Local Government Area.
4. Locally based groups and organisations located in the Burwood Local Government Area that have not applied under the Community Grants Program and are established as not-for-profit, community based which includes P and C associations.
5. Mayor's discretion for requests of a humanitarian nature.

Financial assistance for all categories is capped at \$1,000.

Proposal

That Council notes this report as per the requirements of the Discretionary Grants – Small Donations Policy.

Financial Implications

Within the approved budget allocation of \$10,000.

No Decision – Information Item Only

Attachments

1 [↓](#) Mayoral Discretionary Grants - 31 March 2018 Quarter Ending

